Publications Unit

INDIANA HEALTH COVERAGE PROGRAMS

Publications Standards and Procedures Manual

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Revision History

Document Version Number	Revision Date	Revision Page Number(s)	Reason for Revisions	Revisions Completed By
Version 1.0	December 1999	All	New document	Publications
Version 2.0	December 2000		2000 Manual Update	Publications
Version 3.0	May 2001	Multiple	Revised procedures in Section 4 and Appendix A. Deleted DMS section. New sections 6, 7, 8, and 9.	Publications
Version 4.0	April 2002	Various	Changed DMU to Publications on relative pages. Revised various procedures Added Section 10: Master Report Definitions	Publications
Version 5.0	March 2004	Various	Change Publications supervisor to Publications team leader Add ACS to the list of SMEs Take out any reference to forms being accessed on Outlook Change font size from 12 pt to 10 pt App B: Change instructions for creating a pdf file to the 5.0 version Removed several screen prints and replaced with instructions. Replaced several processes with new instructions Added new section for the Non-provider List Delete Section 6: Teleprocessing Users Guide Update Procedures Add section for the Provider Newsletter	Publications
Version 6.0	February 2005	Various	2005 Manual Update	Publications

Table of Contents

Section 1: Introduction

Overview

The *Publications Standards and Procedures Manual* defines the EDS requirements necessary to create and maintain Indiana Title XIX Library documents. This manual is a writing tool for Publications and is also intended as a reference for individuals or groups working with Publications.

The standards and procedures in this document are also applicable to anyone requesting the services of Publications—EDS Indiana Title XIX, Health Care Excel (HCE), Affiliated Computer Services (ACS), and the state of Indiana (State).

The *Publications Standards and Procedures Manual* applies to all documents published by Publications and guides the writer through document production from the initial request to the publication and distribution of the document.

The format of this document and the related conventions were extracted from *Style and Usage: A Writing Style Guide (QMDM10000).*

Document Organization

Section 1: Introduction describes the purpose of the document and outlines the conventions used throughout the document.

Section 2: Publications Document Life Cycle explains the steps necessary to produce documents correctly through the Publications office.

Section 3: Operating Procedures Manuals explains the processes necessary to create, print, and distribute Library manuals (excluding Bulletins and Banner Pages).

Section 4: Bulletins explains the processes necessary to create, print, and distribute Indiana Health Coverage Programs (IHCP) provider and member bulletins.

Section 5: Monthly Provider Newsletter explains the processes to update the IHCP monthly newsletter sent to all providers.

Section 6: Banner Page explains the processes necessary to create, print, and distribute weekly IHCP provider banner pages.

Section 7: Monthly Status Report Procedures explains the procedures used to create the *Monthly Status Report*.

Section 8: Claims Resolutions Manual Update Procedures explains the processes to update the Claims Resolutions Manual.

Section 9: Master Report Definitions Update Procedures explains the processes to update the Master Report Definitions.

Section 10: Non-Provider List Update Procedures explains the processes to update the Non-provider List.

Section 11: IHCP Provider Manual explains the processes to update the IHCP Provider Manual.

Section 12: Systems Documentation Update Procedures explains the processes to update Systems Documentation.

Section 13: Companion Guide Update Procedures explains the procedures to update Companion Guides.

Appendix A: Forms includes the naming conventions and examples of the forms referenced throughout this manual.

Appendix B: Pdf Conversion explains the steps required to convert a document from Microsoft® Word format to Adobe® Portable Document Format (pdf).

*Appendix C: Escalation Process*es examines the internal and external escalation processes used when tasks require document completion to be escalated to the management level.

Appendix D: Project Workbook Content outlines the contents of various sections of a Publications project workbook.

Appendix E: Publishing to the Web Site outlines the steps required to publish documents to the www.indianamedicaid.com Web site.

Appendix F: Project Workbook outlines the steps required to publish documents to Project Workbook.

The *Glossary* is reserved for terms unique to this manual or the IHCP and requires further explanation.

Section 2: Publications Document Life Cycle

Overview

To understand how a document is developed and published, it is necessary to understand the term *life cycle*. The term is used throughout many business disciplines—and especially throughout EDS—to identify the activities involved in delivering a service and producing a deliverable or product. Terms used to describe the components of a life cycle are those used in project management.

Life Cycle Components

The primary components of a life cycle are phases, milestones, activities, and tasks. A *phase* is a major component of a process. A *milestone* is a significant point in a project, such as the beginning or end of a project, or completion of a major phase of work. *Activities* are the operations that must be done to complete the phase and to achieve milestones within the phase. Each activity is divided into *tasks*—a sequence of steps that accomplishes a specific and limited objective.

Publications Document Life Cycle

Every time a document is updated, or a new document is created, a life cycle is followed in Publications. These phases together are known as the *Publications Document Life Cycle.* The phases in the life cycle ensure that the document will be accurately written and delivered within specific time frames. The phases within the Publications Document Life Cycle are:

- Document Design
- Draft Development
- Final Development
- Production

Document Design

The Document Design phase of the Publications Document Life Cycle defines the structure of the document. If the document is new, the design phase will determine how the document structure will look. This structure will include the style used in the development of the document.

If the document already exists, the design phase determines what changes will be necessary to make the document match the current standards. These changes will be incorporated as outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Draft Development

The Draft Development phase of the Publications Document Life Cycle determines the content of the document. Research during this phase determines the flow of the document and information presented in the document. Charts, tables, graphics, and other materials are also inserted into the document during this phase. This phase creates the first working – or draft—copy of the document, and gives each reviewer the opportunity to improve on the document content.

Final Development

The Final Development phase of the Publications Document Life Cycle is the last opportunity to make changes to the document. This is the phase where the document is polished—all requested changes from the Draft Development phase are incorporated, and all formatting of the document is completed. The document is considered ready for production when this phase is complete.

Production

The Production phase of the Publications Document Life Cycle is the point of publication for the document. Parts of this phase include delivering the document to the original requestor, preparing and distributing the documents, and, if necessary, creating a copy of the document in Adobe® portable document format (pdf) to post on the IHCP Web site.

Documentation Sign-Off

At key points throughout the Publications Document Life Cycle, reviews and approvals are required before further work can be done on the document. Three sign-offs are required at various times during the Publications Document Life Cycle, and the Publications project leader is responsible for obtaining the sign-offs at the end of each phase.

If services from Operations or Systems Support are used during the Production phase, then the phase cannot end until approval is received from Operations and Systems Support. Approval indicates the document has been published and distributed according to the specifications outlined during the Document Design phase.

Project Team Responsibilities

When a project is approved, a project team is assembled to complete the project. Each member of the team has specific responsibilities that must be completed in order for the project to succeed. Resources for a project will be defined as the project is developed. Table 2.1 shows the potential members of a project team and the responsibilities of each team member. Not all resources outlined in the table will be assigned to each project.

Table 2.1 – Project Team Responsibilities

Resource	Primary Responsibilities
Publications Unit Coordinator	• Assigns the work to the technical writer • Attends the start-of-work meeting (if necessary) • Oversees document design and ensures use of the designated template • Reviews all documents produced by the technical writer • Escalates when signatures or information is not received within project deadlines
Technical writer	• Interviews the originator to determine the project requirements • Reviews requirements to ensure conformance • Monitors progress of the project and updates the project schedules • Establishes document standards and conventions to supplement existing standards • Interviews subject matter experts and writes the document in a clear, concise, and accurate manner • Conforms to format standards by using specific templates • Proofreads the documents • Uses standard proofreading marks to indicate changes in the document • Negotiates content with subject matter experts or the State • Escalates problems or concerns to Publications team lead
Operations	• Prints and distributes final version of documents
Project leader	• Monitors project progress and updates the schedules • Documents meetings with originators and records action items • Provides updates to the originator on project status and writes memorandums communicating any project issues • Keeps team members and Publications team lead informed of all matters related to the project • Performs reviews of the project • Obtains sign-offs at appropriate checkpoints • Seeks feedback at the completion of the project by scheduling a project appraisal *Note: The Publications Unit Coordinator may share these responsibilities with the project leader on larger projects.*

Table 2.1 – Project Team Responsibilities

Resource	Primary Responsibilities
Project team member	• Maintains ongoing communication with the project leader, ensuring the project leader is aware of his or her individual components of the project • A project team member may also be the project leader
State Subject Matter Expert (SME)	• Submits originator-supplied product (if they are the originator) • Defines State requirements • Reviews and approves design recommendations • Signs off on final reviews
EDS SME	• Provides the expertise for the content of the document • Makes time available for the Publications technical writer, both for initial interviews and to answer questions during the development of the document • Participates in the document reviews, and signs off on the design and draft reviews
Systems Support Web Team	• Posts final version of documents to the Indiana Title XIX Web site

Section 3: Operating Procedures Manuals

Overview

Operating procedures manuals are documents created by each business unit to provide information about the processes and procedures used within the business unit. These manuals describe each of the functions performed by the different departments within EDS Indiana Title XIX.

Every time a manual is updated or created, a series of steps must be followed. These steps ensure the document is accurately written and delivered within specific time frames

Each technical writer in the Publications Unit is assigned to specific business units. The technical writer works with each business unit to ensure that the business unit's operating procedures manual is updated each quarter, as needed, based on contractual requirements.

Document Design Phase

The Document Design Phase defines a document and the elements necessary to complete the document. The technical writers plan how to do the work, who will do it, and when it will be done. This is the point where the format for the document is determined and a template is selected to facilitate the creation of the document.

This phase begins with a document request and ends with the State review of the document design. The following steps outline the document design process.

Submit Document Request

By no later than the fifth business day of each calendar quarter, the technical writer must contact his or her assigned business unit(s) to determine if any of the unit's publications require updates during that quarter. The technical writer obtains this information by submitting a request in writing to business unit leader (director, manager, or supervisor). The request lists the manuals associated with the business unit and requires the leader to note if an update is required or not required. If the leader indicates that an update to a particular manual is not required for that calendar quarter, the leader must also provide a reason in writing. A copy of this documentation must be provided to the Publications team coordinator by the 10th business day of the quarter.

A business unit representative may also submit a request to update an operating procedures manual at any time. This request should be made in writing to the technical writer assigned to the business unit and/or the Publications team coordinator.

Define Requirements

After the technical writer receives documentation requesting an update to a manual, the Publications technical writer gathers all requirements from the originator and obtains any originator-specific guidelines, such as project-specific conventions, lists of acronyms, and lists of initialisms.

The Publications technical writer records the originator's requirements for the project. The originator reviews the information for accuracy and signs off on the requirements when the information is complete and approved.

Estimate Project and Prepare Project Schedule

When the project requirements and the project scope are documented, the technical writer estimates the time required to complete the project. If the originator has specified a due date, the Publications technical writer works to meet that date. If no due date is specified, the Publications technical writer establishes the due date.

Using the estimate, the Publications technical writer prepares a tentative schedule of work. The time estimate will either be rough or specific depending on the information provided. The purpose of the estimate is to start the project and to outline specific milestones. After developing the schedule, the technical writer should save a copy of the schedule of work in Hummingbird. The document should be saved as *Schedule for Manual Name*, where *Manual Name* is replaced by the name of the document that is being updated. With each future update to a manual, the technical writer should save the schedule as another version of this document (Schedule for Manual Name) in Hummingbird.

> *Note: When the State drafts a manual or requests updates to an existing manual and the schedule does not permit ample time to revise it and complete additional reviews, Publications will format the information to the template. However, style guide usage may be bypassed to meet the time frame. For internal manuals, the format may also be bypassed, as agreed upon jointly by the State and EDS.*

Assign Resources and Refine Schedule

Working with requirements for the project, the Publications technical writer verifies the availability of a subject matter expert (SME) from all areas involved in the project (this may include EDS business units, ACS, HCE, Myers and Stauffer, and the State), and assigns or confirms the availability of resources to the project based on required skills.

When resources have been determined, the Publications technical writer logs the project in the Publications Project Log saved in the Hummingbird document management system.

> *Note: The project leader for a document project is a Publications technical writer. If additional technical writers are required for the project, they will assist the assigned Publications project leader on the project.*

Determine Document Design

Document design may be specified by the originator or may be recommended by the technical writer. If the originator specifies the document design, the technical writer should review the design and make any recommendations to the originator that improves the design, eases the development task, or facilitates the delivery of the document. The design of a document must follow the standards indicated in *Style and Usage: A Writing Style Guide (QMDM10000)*.

Conduct Start-of-Work Meeting

After the project tasks have been assigned, the Publications project leader conducts a start-of-work meeting with the originator and the project team. The objective of the meeting is to explain the project scope, the originator's requirements, the schedule, the roles and responsibilities of the originator, each team member, and any pertinent project background.

During the start-of-work meeting, the project leader does the following:

- Introduces the project and introduces team members
- Provides an overview of the project, including originator requirements and requests:
  - Explains project organization
  - Describes team member roles and responsibilities
  - Hands out a team contact list including resources that can be used during the project
- Distributes and explains the schedule:
  - Distributes the timeline
  - Discusses the scheduling logic
  - Discusses the task structure
- Discusses the milestones and delivery dates for each phase of the project:
  - Document design
  - Draft development
  - Final development
  - Production
- Leads discussion to determine the delivery format of the final document
- Communicates Publications specifications:
  - Explains the purpose of the template
  - Leads discussion to determine documentation conventions
  - Explains file naming conventions
  - Explains file backup procedures
- Explains project administration:
  - Explains the expected communication processes
  - Determines the project correspondence and the expected formats
  - Outlines oral communications
  - Explains the project status reports
  - Identifies and schedules future meetings
- Project team meetings
- Status meetings with the originator

Create Project Folder or Binder

The technical writer creates and maintains a project folder or binder for the project. The items kept in the project binder are outlined in *Appendix D*.

Design the Document and Apply the Template

The technical writer creates a prototype of the document using the correct template–found in the Hummingbird document management system and applies the selected template to the document. All operating procedures manuals are double-sided.

The technical writer saves the document in Hummingbird and secures access to the document. Additional information about saving a document and applying security to the document is outlined in the *Hummingbird Users Guide*.

Document Draft Development Phase

The Document Draft Development phase completes a draft of the document. This phase begins with a review of the project conventions and concludes with the Publications technical writer quality check of the document.

Review Document Conventions

The project team uses this time to review development standards and guidelines and to become familiar with project-specific conventions. If the originator does not submit a list of project-specific conventions, the technical writer uses the conventions outlined in *Style and Usage: A Writing Style Guide (QMDM10000)*.

Research and Validate Existing Information

Both the technical writer and the SME must research information used in the design and content of the document.

The technical writer and SME research information already developed. Possible references include, but are not limited to the following sources:

- Shared network drives on the EDS Indiana Title XIX network
- Materials provided by the originator, for example, business design documents, outdated system documentation, and training information.
- Current documentation referenced by the originator, such as a user guide
- Personal documentation, such as handwritten notes

The SME not only gathers information for the project, but also becomes familiar with any software used to enter the information. For example, if the SME will be documenting information to give to the technical writer, it may be necessary to learn to use a project-specific Microsoft Word template. In some cases, the SME will be responsible only for validating the technical accuracy of the document. SME responsibilities during the project are defined during the start-of-work meeting.

Once research is complete, the technical writer must validate the information to determine whether it is accurate and up-to-date. Steps to validate the information are as follows:

- Interface with the SMEs through team meetings, one-on-one sessions (in person or via telephone), and written correspondence to receive feedback on the validity of the information
- Access the system being documented to verify screens and procedures

Research New Information

After gathering the existing information, the technical writer begins identifying and researching information that must be developed. The following list suggests some methods for proceeding:

- Ask questions and request feedback and comments about the existing information
- Experiment with the system, read on-line help, and complete on-line tutorials
- Talk with the SME
- Attend originator team meetings and ask questions about the information they provided

- Observe the SME in tasks relating to the documentation

Develop Content

Document content is based on requirements defined by the originator. Content may consist of text, charts, tables, and graphics (including screen prints). The project dictates exactly how this information is developed.

During content development, the technical writer may meet with the SME in a series of interviews. A writer who is proficient with the system being documented may be able to write and validate some procedures with the help of an SME.

During this step, disclaimers, copyrights, and other materials are also gathered. This material is used in the development of the cover and copyright pages for the document.

Create, Proofread, and Revise Graphics

Graphics—such as tables, flowcharts, screen prints, and artwork—are developed based on the project requirements. When graphics are inserted into a document, they must be consistent with the professional look of the document. Keep in mind the following key points when developing graphics:

- Introduce creativity where appropriate
- Ensure all graphics are created to standards established for the project and for publishing in general
- Ensure all graphics are named appropriately and stored in the correct folders in the DMS for future retrieval
- Ensure all graphics are checked for correct spelling
- Ensure all graphics are well labeled
- Ensure all graphics are part of the proofreading process

Submit Document for Peer Review

After the content of the document is developed, the technical writer must review the document for accuracy, clarity, grammar, spelling, and style by using the *Peer Review Sign-off* form (PUB0003G) and *Style and Usage: A Writing Style Guide* as references. After the technical writer's proofreading is complete, the document and the *Peer Review Sign-off* form are forwarded to another team member for a peer review. The technical writer draws a line through any items on the *Peer Review Sign-off* form that do not apply to the document at this stage; for example, a line is drawn through the index task if the index has not been compiled. The peer review must be completed prior to the SME's review of the draft document, because the peer review helps ensure the technical writer delivers a quality document to the SME.

The peer reviews the document to verify the applicable tasks on the *Peer Review Sign-off* form (PUB0003G)—and other project conventions—are applied throughout the document. The peer documents any necessary revisions on the document and returns the initialed form and document to the technical writer.

If necessary, the technical writer and the peer meet to discuss the requested changes. The technical writer corrects and revises the document before it is presented to the SME. The draft copy of the document is complete and ready for review by the SME.

> *Note: Peer reviews may be waived at the discretion of the Publications team coordinator or the Provider and Member Relations Department director. Documentation of this waiver must be maintained in the project folder or binder.*

Submit Document for SME Draft Review

When a draft copy of the document is complete, the document is evaluated to measure its effectiveness in meeting requirements. Reviewers must provide feedback about the accuracy and completeness of the content to help the technical writer determine the required revisions.

The draft copy must be as complete as possible and in a format similar to the final document. Depending on the originator's requirements, the review draft may need a table of contents and an index.

An SME and others designated by the project team participate in the review—or reviews, if more than one will take place. The project leader must work with the originator to establish the same reviewers, not only for this review, but also for all subsequent reviews, so new ideas and opinions are not introduced during later reviews. For consistency, it is best to have an entire document reviewed at once. Because of time and other constraints, however, portions of a document may need to be reviewed as they are completed.

To conduct the review, the Publications project leader distributes a draft copy of the document to reviewers and explains the following:

- The purpose of the manual review
- The roles and responsibilities of the SME for the review
- When the review of the manual is due
- Where to deliver the manual when the review is completed
- The form in which the review information is to be returned

> *Note: If only one draft copy is circulated among all reviewers, the cover letter should state the reviewer's initials must be included next to any changes in the document.*

The technical writer may choose to be available to the reviewers during the review. The writer may, for example, reserve a conference room and set up appointments to critique the document with the reviewers. This process enables the writer to receive immediate and accurate feedback from the reviewers.

The reviewers critique the document from their perspective and mark any changes to the document in red, blue, purple, or green ink. Reviewers should flag with a paper clip or Post-It note all pages with changes and comments. The reviewers must answer all questions from the writer during the review. All unanswered questions will be returned to the SME for the requested information.

The technical writer however, should not depend on all pages being flagged by the reviewers. The technical writer should verify each page of the draft copy to ensure all changes are noted and incorporated into the final draft of the document.

Reviewers must complete the review on schedule to ensure timely completion of the project. The Publications project leader should allow enough time for the review to encourage a complete review without delaying the project.

> *Note: The project leader should keep the returned draft copies until the next revision is completed and published. The returned drafts serve as a written record if questions arise about changes made or a reviewer questions whether comments were incorporated into the final document.*

Conduct User Testing

If the document is a user manual, user testing must be completed to verify the accuracy of the tasks within the manual. This step is optional and is at the discretion of the Publications team coordinator or Provider and Member Services Department director and/or an agreement between the SME and the Publications team coordinator or Provider and Member Services Department director.

After the peer and SME reviews are finished, a revised copy of the document is delivered either to a peer, the SME, or the originator—whomever is most appropriate—for user testing and validation of the written procedures. The person identified to conduct the test identifies in the document the changes required, and returns the document to the technical writer.

Publications Technical Writer Quality Check

When the SME draft review and user testing are finished, the technical writer incorporates all appropriate changes to the document and related graphics, and proofreads the changes. This is the final opportunity to ensure accuracy of the information in the document. The technical writer may also have the SME or another technical writer proofread the changes.

After accuracy is verified, the technical writer generates the table of contents and index, if included, and checks the document format to ensure consistency. The technical writer completes a quality check that includes the following items:

- Verify header and footer formats
- Compile the table of contents
- Prepare the cover and copyright pages
- Print preview the document before printing

Verify Header and Footer Formats

The technical writer validates the information in the headers and footers. This validation includes ensuring section names match on all pages of the section, page numbers are formatted correctly, the library number is correct, revision date information reflects publication date, and the revision number reflects the correct version of the document.

Compile the Table of Contents

The technical writer produces the table of contents and validates the page numbers in the table. The technical writer ensures the table of contents matches the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Prepare the Cover and Copyright Pages

The technical writer reviews the cover and copyright pages, and makes sure the titles are correct and the document numbers are accurate. The technical writer ensures the cover and copyright pages match the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Print Preview

The technical writer previews the document layout by using the Microsoft Word **Print Preview** function. This preview shows the general layout of information on the document pages, ensures page, and section breaks are in the correct locations.

When the format check is complete, the technical writer may submit the document, if requested, to the Publications team coordinator for review.

Document Final Development Phase

The Document Final Development phase prepares a document for final approval by the State. This review is the last time the document can be modified prior to production.

This phase begins with revisions from the technical writer after the quality check of the document, and ends with the State final review of the document.

Revise Text Based on Quality Check

The technical writer incorporates changes required as a result of the quality check, consulting with the SME if necessary.

This step includes a review of the document format to ensure consistency with the template specified for the project. This document check also includes the cover page and the copyright page.

Format the Document

When all the corrections are entered, the document format is polished and the project's final tasks begin. These tasks include the following items:

- Compile the index, if requested
- Print the document and check print quality

Compile the Index

The technical writer produces the index, reviews the index to ensure it is compiled correctly (nested appropriately, consistent verbiage), and validates the page numbers for indexed information. The technical writer ensures the index matches the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Print the Document and Check Print Quality

The technical writer prints a hard copy of the manual. Or, the technical writer may notify the Operations Unit of the file location, size of the file, and the deadline, and ask the Operations Unit to print the manual. If the manual is printed in the Operations Unit, the technical writer must request an edit copy. The technical writer answers the following questions when checking the quality of the edit copy:

- Is the print quality readable and presentable?
- Is the manual number correct and in the right place?
- Is the date correct and in the right place?
- Does the text match the hard copy?
- Are the page numbers correct?
- Do all of the graphics match the hard copy?
- Do the pages flow like the hard copy?

Conduct a Format Review and Quality Check

When the document is ready to be assembled for the State final document review, the technical writer reviews it for conformance to format requirements and updates any items that are not completed.

The technical writer forwards the document to the Publications team coordinator for verification after changes have been made. The technical writer may need to make additional corrections and return the document to the Publications team coordinator for additional approval. After corrections are entered, the entire document may be reprinted or single pages may be printed and inserted into the document. If single pages are printed, the technical writer must check pagination of the paper copy again before final delivery to ensure there are no pagination errors. If the document includes an index, the technical writer should review the index entries to ensure consistency after corrections are made.

The Publications team coordinator reviews the document for quality. The Publications team coordinator may suggest changes at this point, but such changes should not affect the scope of the project. During the Publications team coordinator review, the Publications team coordinator also verifies all changes agreed upon during draft review have been incorporated, the peer review has been conducted, and the document is ready for the final State review.

If the Publications team coordinator's review identifies changes that must be made before the final State review, the Publications technical writer makes the changes and resubmits the document to the Publications team coordinator.

When the Publications team coordinator has completed the review, and the technical writer has incorporated the requested changes, the technical writer sends the document and the *Document Approval* form (PUB0001A) to the SME for review. The SME reviews the document, and the technical writer updates the document to reflect the changes the SME requested.

When the document is ready for the State final document review, the project leader assembles a master document, complete with all front and back matter.

If the document is being delivered electronically, it is copied to the appropriate medium for final delivery.

Submit Document for State Final Document Review

The State final document review occurs between the technical writer and the State. During this review, the technical writer reminds the State of the following points:

- Any changes may affect the scheduled delivery date.
- State approval is required before a document can be released for production.
- The State final document review is the State's last opportunity to review and change the content of the document. The project leader must clearly communicate to the State any changes should be limited to correcting technical information in the document. When the review is complete, the State signs the *Document Transmittal* form (PUB0002A).

Document Production Phase

The Document Production phase prepares the document for delivery to the State and other recipients.

This phase begins with revisions to the document based on the State final document review and ends when the document is delivered to the State and the other recipients.

Document Approval and Release

Before delivering the document, the technical writer should correct any errors identified during the State final document review. Then, the technical writer reviews the document again to ensure the changes have been made. If the document is being delivered on paper, the technical writer also ensures corrected pages are reinserted properly into the document.

The technical writer applies the proper level of access control security of the manual in Hummingbird.

The document is delivered to the State and business units as defined by the delivery requirements of the project. The technical writer should refer to the Publications Project Log saved in Hummingbird for information about the number of copies required for State distribution.

In addition, the technical writer should print and insert two copies of the completed manual in binders and place the binders in the Publications Unit Library.

The technical writer should also update the Publications Project Log in Hummingbird to show that the manual update is complete.

The Publications technical writer informs the originator when the document is released for production.

Operations Notification

The Publications technical writer completes the *Publications Print Request* form, saves the form in Hummingbird, and notifies Operations by e-mail and telephone the document is ready for final print.

Project Workbook Web Site Update

When a manual is approved and has been published, it must be made available on Project Workbook. All manuals are stored in Project Workbook in the Adobe ® portable document format (pdf).

The technical writer converts the document to Adobe® portable document format (pdf) as outlined in *Appendix B* and posts the manual to Project Workbook using the procedures outlined in *Appendix F*.

Archive the Project

The technical writer is responsible for archiving the project as soon as it is completed. The technical writer archives the following items:

- Project binder content, which should include all of the forms used in the project and documentation of correspondence between the technical writer and project team members
- Originator feedback comments
- Electronic and hard copy of deliverables
- Every page marked with State, HCE, and SME changes
- Writer's editing changes
- Peer review draft changes

The Publications technical writer prints a copy of the manual's front cover and spine and places them on the outside of the project binder, then files the binder in the file cabinet in the Publications work area.

Section 4: Bulletins

Overview

Bulletins are created to send information to IHCP providers about program changes or special information. Bulletins vary in size and originate from the State, EDS, ACS, Myers and Stauffer LC, or HCE. Bulletins are published as needed with OMPP approval. This document lists the steps in the coordination of the bulletin process among EDS, ACS, HCE, Myers and Stauffer LC, and the OMPP.

Document Design Phase

Draft Bulletin

The bulletin originator completes a draft of the bulletin. A standard template is available in Project Workbook. The originator should draft bulletins using this template. The originator must also complete the *Request for Bulletin, Newsletter, and Banner Articles* (*PUB0001G*) also saved in Project Workbook.

To access the bulletin template in Project Workbook:

Accessing Templates

1. Click the **Publications** tab
2. Click **Document Templates**
3. Click **Bulletin Template**

After completing these steps, the bulletin template will open in a read only format. The bulletin will need to be saved to a new location to retain changes.

Send Draft and Form to Publications

The originator sends the bulletin draft to the EDS Publications Unit bulletin coordinator.

Assign Bulletin

The Publications bulletin coordinator forwards the bulletin to another technical writer or begins working on the bulletin him/herself. The technical writer logs the bulletin in the log located in Hummingbird DM. The technical writer assigns a tracking number (TRXX) to the bulletin draft. This tracking number is used to reference this bulletin until a sequential bulletin number is assigned at publication.

Create Project Folder

The technical writer creates a project folder where all information about the bulletin is kept. The technical writer labels the project file folder as shown in Figure 4.2. The number assigned to the bulletin replaces **[bulletin number]**, the distribution list for the bulletin replaces **[distribution]**, and the subject of the bulletin replaces **[subject]**.

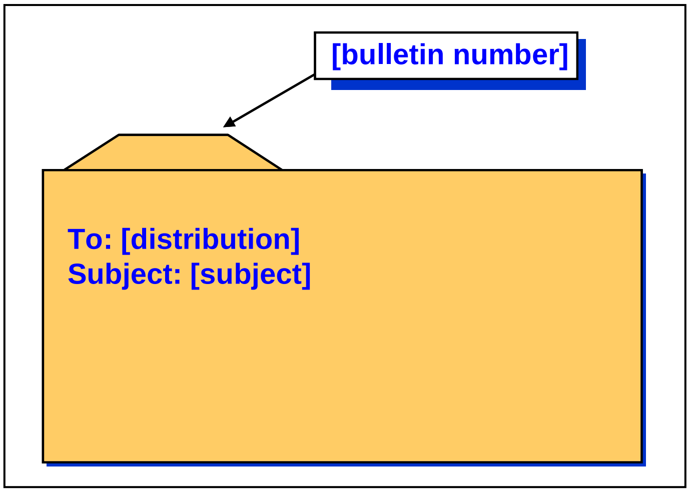

Figure 4.1 – Bulletin Project Folder

Example: The bulletin number is BT200503, and it is sent to all Indiana Health Coverage Programs (IHCP) providers to provide information about new IHCP procedures taking effect July 1, 2005. The file folder is labeled as follows:

BT200503
To: All Providers
Subject: New IHCP Procedures Effective July 1, 2005

The project folder contains hard copies of all correspondence, meeting notes, and drafts of the bulletin. The items kept in the project folder are outlined in *Appendix D*. When the bulletin is complete, the folder is filed in the designated file cabinet in the Publications work area for future reference.

Document Draft Development Phase

Develop Content

Document content is based on requirements defined by the originator. Content may consist of text, charts, tables, and graphics (including screen prints). The project dictates exactly how this information is developed.

During content development, the technical writer may meet with the SME in a series of interviews. A writer who is proficient with the system being documented may be able to write and validate some procedures with the help of an SME.

During this step, disclaimers, copyrights, and other materials are also gathered. This material is used in the development of the cover and copyright pages for the document.

Create, Proofread, and Revise Graphics

The technical writer is responsible for ensuring that all of the elements of the bulletin, including graphics, maintain a professional look. When developing graphics, the technical writer should consider the following:

- Ensure all graphics are named appropriately and stored in Hummingbird for future retrieval
- Ensure all graphics are checked for correct spelling
- Ensure all graphics are part of the proofreading process

Peer Reviews Bulletin

After the technical writer formats and edits the bulletin, the technical writer must ask another team member to peer review the bulletin. The review should be completed in one to three days. During the peer review, the second technical writer should verify that the bulletin adheres to *Style and Usage: A Writing Style Guide*, all items are spelled correctly, and that all formatting is correct and appropriate.

The second technical writer should provide any comments or suggested changes to the technical writer assigned to the bulletin. After that technical writer updates the bulletin from peer review, the bulletin is ready for SME review.

Document Final Development Phase

The Document Final Development phase prepares a document for final approval by the State. This review is the last time the document can be modified prior to production.

This phase begins with revisions from the technical writer after the quality check of the document, and ends with the State final review of the document.

SME Reviews Bulletin

After the technical writer formats and edits the bulletin and it has been peer reviewed, the technical writer should return the updated bulletin to the SME for a final review. The review should be completed in one to three days. During this review, the SME should provide any final comments or updates to the bulletin.

The SME should provide any comments or suggested changes to the technical writer. After that technical writer updates the bulletin from SME review, the bulletin is ready for leadership review.

Leadership Team Reviews Bulletin

After the bulletin is formatted and edited, the technical writer sends the bulletin draft to the EDS leadership team and to HCE for comments. The reviewers normally have up to five days to respond to a bulletin. However, this time frame may be shortened if the originator shows justification. The reviewers work with the originator of the bulletin if there are any proposed content changes from the leadership and HCE review. When the originator approves any content changes, the bulletin is forwarded to the technical writer. If there are no content changes after the leader review, the technical writer notifies the originator.

OMPP Reviews Bulletin

The technical writer submits the EDS approved bulletin to the appropriate OMPP SME for review and written approval. If the OMPP has content changes, the OMPP works with the technical writer or the originator to clarify the bulletin. If there are no changes, the OMPP provides written approval to the technical writer.

Document Production Phase

The Document Production phase prepares the document for delivery to the State and other recipients.

This phase begins with revisions to the document based on the State final document review and ends when the document is delivered to the State and the other recipients.

Send Bulletin to Operations

Upon receipt of OMPP approval, the Publications technical writer assigns the next sequential bulletin number (BTCCYYXX) to the bulletin. The technical writer must also create a label job before sending the bulletin to Operations. The following steps show how to create a label job:

Creating the Label Job for Printing

The Publications technical writer creates the label job in Indiana*AIM*. The following steps are used to create a label job:

1. Log on to Indiana*AIM* Production.
2. From the Main Menu window, click **Provider.**
3. From the Provider Menu window, click **Maintenance.**
4. From the Provider Search window, select the **Options** menu and click **Provider Labels.**
5. Click **New.**
6. The Provider Label Maintenance window appears. This is where the criteria for the mailing list are chosen.
7. In the **From** box, enter the number of the first provider type to be included in the mailing. If there is a sequential range of provider types, enter the last number in the range in the **To** box. If there is no sequential range, enter the same number of the provider type in the **From** box in the **To** box.
8. Once a range is entered in the **From** and **To** boxes, select **Active** from the drop-down list in the **Status** box.
9. Click **Save**.
10. If there are additional provider types, click **New** and repeat the process for entering provider types in the **From** and **To** boxes.

The technical writer submits the bulletin to the Operations Unit for printing. **The bulletin must be printed and mailed within 10 business days after OMPP approval.**

Create PDF of Bulletin

The technical writer converts the bulletin to an Adobe® portable document file (PDF) as outlined in *Appendix B* and saves it. The technical writer then follows the required steps for publishing to the IHCP Web site as outlined in *Appendix E*.

Send Bulletin to Leadership

The technical writer must send EDS leaders and HCE an electronic .pdf copy of each bulletin. This step eliminates the need for paper copies and serves as a notification that the bulletin has been finalized and sent to production. The following steps outline this process:

1. Open a new e-mail message.
2. Address the e-mail message to the leadership distribution list (INXIX Leaders) and the HCE contact person.
3. Attach the .pdf file of the bulletin to the e-mail.
4. Type the bulletin number and full subject in the **Subject** box.
5. Click **Send**.

Send Bulletin to the OMPP

The technical writer must send the OMPP an electronic .pdf copy of each bulletin. This step eliminates paper copies previously sent to the OMPP for distribution. The following steps outline this process:

1. Open a new e-mail message.
2. Address the e-mail message to the appropriate OMPP staff members.
3. Attach the .pdf file of the bulletin to the e-mail.
4. Type the bulletin number and full subject in the **Subject** box.
5. Click **Send**.

Bulletin Closedown

The technical writer ensures all documentation is collected. The hard copies of e-mail messages and all draft copies of the bulletin should be placed in the project folder. File the project folder in the Publications file cabinet.

Section 5: Monthly Provider Newsletter

Overview

The monthly newsletter was developed to replace most bulletins. It is published once a month and sent to all provider types. ACS, EDS, HCE, Myers and Stauffer LC, and the State can submit articles for the newsletter.

Newsletter Deadlines

Table 5.1 lists the business day timelines for newsletter production. Each year a timeline calendar with actual dates is created and sent to newsletter originators and leaders.

Table 5.1 – Timelines for Production of the Monthly Newsletter

Action Item	Completion Date
Final date to accept new material	9th business day of the month prior to publication
Completion date of editing and formatting initial draft	12th business day of the month prior to publication
Delivery date of draft to SMEs for approval	12th business day of the month prior to publication
Return date of draft to Publications from SMEs with any final changes	14th business day of the month prior to publication
Delivery date of draft to leadership for review	15th business day of the month prior to publication.
Return date of draft to Publications from leadership with comments	17th business day of the month prior to publication
Delivery date of draft to OMPP from Publications for final review	18th business day of the month prior to publication
Return date of draft to Publications from OMPP with final OMPP comments	20th business day of the month prior to publication
Delivery date of final draft to OPS	2nd business day of the month of publication
Publication date	10th business day of the month of publication

Document Design Phase

Draft Newsletter

No later than the ninth business day of the month prior to publication, articles for the upcoming newsletter are sent to Publications as attachments to e-mail messages. The articles are saved into the newsletter template at *L:/Publications/DMU/Newsletter/month, NL200XXX*.

To save a new copy for the current month, click **File/Save As** to create a new copy saved on the L:/ under the current month and next newsletter number.

Update the Bulletin and Newsletter Log

The Excel spreadsheet to record newsletter progress is located in Hummingbird and is titled *Bulletin and Newsletter Listings.* Complete the appropriate columns with the new number of the newsletter, date of deadline for articles, and all review dates accordingly.

Document Draft Development Phase

Format and Edit Articles

Most of the newsletter is presented in two-column format; however, articles and tables can be printed in one-column format if needed. News for all providers appears first with new articles inserted before any article that will repeat. All articles not repeated in the current month are deleted from the document.

The table of contents is updated manually after all articles are placed in the document. The acronyms and initialisms remain at the bottom of the front page and are updated as necessary.

The IHCP Provider Field Consultants listing and the IHCP Quick Reference list are static and are included in every edition of the newsletter. If an update is received the effective date is changed to reflect when the update was made.

The articles are edited according to the guidelines approved by the State.

Ensure that table numbers are consecutive throughout the entire document.

Publications Peer Review and Quality Check

After articles are placed in the newsletter template, it is ready for a Publications peer review. When the peer review is complete, the technical writer makes any changes needed and prepares the document for SME review.

Document Final Development Phase

Originator Review

On the twelfth business day of the month, after any changes are made from the peer review, the articles are returned to originators for their final review.

Originators are given two business days to review the newsletter and send any corrections, comments, or approval to the Publications technical writer.

Leader Review

On the 15th business day of the month, after any corrections or additions are made from the originators' review, the newsletter, in its entirety, is sent to the EDS leaders including HCE for review.

The leaders are given two business days to review the newsletter and send any corrections, comments, or approval to the Publications technical writer.

OMPP Review

On the 18th business day of the month, or earlier, the technical writer sends the newsletter to the OMPP for final approval. OMPP reviewers include the following:

- Angela Jackson
- John Barth
- Heather Zurcher

The OMPP must be given at least three business days to review the newsletter.

Document Production Phase

Printing the Newsletter

The OMPP sends approval or corrections to Publications by the 20th business day of the month. Depending on any suggested changes to the newsletter from the OMPP, the final copy is ready to send to Operations no later than the second business day of the edition month. For example, the second business day of May 2004 for the May newsletter production.

The newsletter is saved in the *For Ops* folder on the I:\ drive at *I:\Repository\For Ops\Newsletter\NL200XXX*.

An e-mail message to INXIX Operations Requests requesting an edit copy of the newsletter. The Operations supervisor is also copied on this request. After the message is sent, the technical writer notifies Operations that the file is ready for print.

Approve Edit Copy

An Operations team member delivers an edit copy of the newsletter to the technical writer. The technical writer reviews the edit copy to ensure all information is included and that tables are placed in the proper alignment and sequence.

After the edit copy is approved, the technical writer sends an e-mail to Operations notifying them of the approval.

*Create the Label Job in Indiana*AIM

After the edit copy of the newsletter is approved, the technical writer creates the mailing labels for all providers from Indiana*AIM*. The following procedure is used to create the labels:

- Log into Indiana*AIM*
- Click **Provider**
- Click **Maintenance**
- Click **Options/Provider Labels**
- Click **New** at the bottom of the screen
- Under Provider Type, double-click the **From** space
- Double-click **01** to populate the **From** space
- Double-click the **To** space
- Scroll to the end of the all provider list and double-click the last entry
- Click the pull-down menu under **Status**
- Click **Active**
- Click **Save**
- Change the last digit of the ZIP code (99999) to 8 and click **Save**
- Click **Exit** on all screens to exit Indiana*AIM*

Inform Operations that the label job has been created for the newsletter mailing.

Web Site Update

The technical writer converts the newsletter to a PDF file and updates the meta-data before saving the file at *I:\Repository\Bulletin\Newsletter\NL200XXX*.

The following steps outline the procedure to update the meta-data in the PDF file for a newsletter:

- Click **File**
- Click **Document Properties/Summary**
- Complete the information for *Title* (newsletter number and date), *Subject* (topic of each article), and *Author*
- Click **OK**
- Click **File/Save As**

- Save the PDF file at *I:/repository/Bulletin/Newsletter/NL200XXX*

Send an electronic PDF copy of the newsletter to the Web team for promotion to the IHCP Web site at www.indianamedicaid.com. The Web team member notifies the technical writer when the newsletter is promoted to the Web.

Send Copy to Leaders and the OMPP

The PDF file of the current newsletter is sent to the EDS leaders and HCE.

The following people at the OMPP also receive a PDF copy of the newsletter:

- Angela Jackson
- John Barth
- Heather Zurcher

Completion of the Project Workbook

After the newsletter is in production, the technical writer places all necessary documentation in the project workbook. Necessary documentation includes e-mails and attachments, original copies of articles, and other relevant information. When the newsletter is completed, the folder is filed in the appropriate cabinet in the Publications Unit.

Section 6: Banner Page

Submitting Articles

Banner page articles are created to provide information to Indiana Health Coverage Programs (IHCP) providers. EDS business units, the OMPP, and other contractors submit articles to the Publications Unit, which formats and edits articles according to *Style and Usage: A Writing Style Guide*, a guide approved by the state of Indiana.

The weekly banner page contains multiple articles. However, the entire banner page is limited to one page, front and back. Exceptions to this policy may be made in extenuating circumstances.

The *IHCP Monthly Newsletter* should be used for more lengthy articles. Because the banner page is produced weekly within a short timeframe, article originators only review one draft version of their article and leadership only reviews one final draft of the entire banner page each week.

Responsibilities

The following list outlines specific responsibilities of the technical writer:

- Review requirements to ensure conformance.
- Establish document standards and conventions to supplement existing standards.
- Interview subject-matter experts and write document in a clear, concise, and accurate manner.
- Negotiate content with subject-matter experts or the OMPP.
- Conform to format standards by using specific templates.
- Proofread documents.
- Use standard proofreading marks to indicate changes.
- Proofread and sign off on the edit copy of banner page.
- Keep electronic mail responses for each banner page.

Provided below is contact information for the technical writer assigned to banner pages:

John King

EDS Technical Writer

(317) 488-5136
john.king-eds@eds.com

*Note: The originators **must obtain approval** from their director, any department affected, the OMPP contact, and Health Care Excel (HCE) **prior to sending the article to the Publications Unit**. In addition, each originator must provide the Publications Unit with a backup staff person to approve the draft of the article if the originator is unavailable.*

Deadlines

To provide brief, accurate articles to providers, strict deadlines exist to allow for timely publication of information. With limited space available, the Publications Unit accepts articles on a first come, first served basis; however, the unit makes every effort to include all articles that are submitted by the posted deadline. Please submit articles **before** the close of business (COB) Wednesday.

Document Draft Development Phase

Develop Content

By Monday of each week, content originators should be writing, finalizing, and obtaining approvals on the articles to be published in the banner page. Writers should consider the following questions when writing for the banner page:

- Who is the audience?
- When did/does the change take effect?
- What is the start date for the article?
- How many weeks is the article to be published?
- Has the article been approved by the manager, affected departments, the OMPP, and HCE?
- Who is the alternate contact, in case originator is unavailable?
- Who should providers contact with questions? Give unit and phone number.

On Wednesday, the content originator sends the article in Microsoft Word as an e-mail attachment directly to the technical writer to be formatted. The technical writer must receive articles no later than **Wednesday COB**. The originator must include a name of an alternate contact in the event that the originator cannot be reached for questions or clarifications.

Originator Review

The technical writer edits and returns the articles to the originators for approval by **Thursday noon**. Due to the short turnaround time on these articles, the originators only receive one review of the article.

Document Final Development Phase

Internal Review and Approval

The technical writer sends a draft of the complete banner page to the EDS leadership team and Bridget Finnerty, HCE, for an internal review and approval by **Thursday noon.**

The originator(s), the EDS leadership team, and Bridget Finnerty must e-mail any changes, edits, or approval of submitted articles, or draft, to the technical writer **by Friday noon**. The technical writer makes corrections to the articles, when appropriate, as directed by the originators, EDS leadership team, or Bridget Finnerty. If there are issues or questions regarding articles, the technical writer must contact the originator and resolve the issue. If the article has unresolved issues, the technical writer may hold the article until the next banner page. If an article is held due to unresolved issues, the technical writer informs the originator in advance of publication.

Document Production Phase

The technical writer submits the banner page to the Operations Unit by 1 p.m. Friday and requests an edit copy. The technical writer saves the banner page to *I:\Repository\For Ops\Banner Pages\BRCCYY##* and notifies the Operations Unit.

The technical writer must approve the edit copy and instruct the Operations Unit to print the banner page **by 2 p.m. Friday**.

Finally, the technical writer completes the following:

- Send an electronic copy to the association list.
- Update the Access database in *I:\Repository\Bulletin\Database\bandb*.
- Create a PDF and save to *I:\Repository\Bulletin\Banners\BRCCYY##*. For example, the banner page for the week of March 2, 2002, would be listed as BR200209.
- Send an electronic PDF copy to Heather Zurcher, (Heather.Zurcher@fssa.state.in.us).
- E-mail Systems Unit, John Martin, (john.n.martin-eds@eds.com), with the location of the file and let them know that the database has been updated and the banner page is now ready for the Web. Ask the Systems Unit to notify the technical writer when this task is complete.

Section 7: Monthly Status Report Procedures

Deadlines

The following deadlines apply to the *Monthly Status Report*:

- **Fourth business day of month**—Send disconnect notice to owners
- **Fifth business day of month**—Updates due from owners
- **Tenth business day—**Disconnect report
- **Fifteenth business day of month**—Edited copy of the report is delivered to the Managed Care and Publications director for review
- **End of month**—Final copy of the *Monthly Status Report* due to the OMPP at the end of the month following the month reported

File Locations

- ***I:\Repository\MonthlyStatusReport\03Master.doc***—Path to the *0MasterCM.doc*; the master document and subdocuments that make up the *Monthly Status Report*
- ***I:\ Repository\MonthlyStatusReport\Letter***—Path used to get the tracking letter for the *Document Transmittal Form* and *Monthly Status Report*
- ***I:\Letters\2003\To OMPP***—Path where the *Document Transmittal Form* and *Monthly Status Report* copy for the OMPP is saved

Procedures for Compiling the Report

Edit Subdocuments

The subdocuments can be edited before the *Monthly Status Report* is disconnected each month. To edit the individual subdocuments the following steps should be completed:

Access the files at: *I:/repository/Monthly Status Report/subdocuments*

- Click **View** from the main menu
- Click **Details** – This lists all the subdocuments and the date and time of the last access to the file

Make a screen print of this list. Of the documents listed, the technical writer can see which subdocuments have been updated for the current month. Those documents can be edited before being combined into the master document and marked off as completed. The detail screen can be printed as many times as necessary before disconnecting the master report.

Disconnect the Monthly Status Report

- On the tenth business day of the month, (or at close of business (COB) on the ninth day):
  - Open ***03Masterdoc.doc*** (Path: *I:\Repository\MonthlyStatusReport*). Click **File** then **Print Preview** and click **Yes** on dialog box to open the subdocuments.

Make and Save a Copy of the Monthly Status Report

- Click **Edit, Select All**
- Click **Edit, Copy**.
- Click **File, New** or click the new page icon.
- Click **Edit, Paste**.
- Click **File, Save As** and save the file to your C or H drive.

Apply the Monthly Status Report Template

- Click **Format, Style**.
- Click **Organizer**.
- Click **Close File**.
- Click **Open File** under the right pane that displays **Open** window.
- From the **Open** menu, switch to the I: drive and open a previous month's report from I:*Repository\Monthly\2003*.
- Highlight the entire contents of the *Monthly Status Report* template pane and click **Copy.** Click **Yes to all** to copy all styles to the left pane, **CM [month]**. Click **Close** at the bottom right of the Organizer window.

Obtain the Tracking Number

Call an administrative assistant to obtain a tracking number.

Edit the Monthly Status Report

Edit the report using guidelines provided in *Style and Usage: A Writing Style Guide*.

- Verify the text associated with graphs is consistent with the graphs.
- Ensure a *Corrective Action* has been included for all RFPs not met based on the *Results* section of the report.
- Contact owners for *Corrective Actions* needed but not noted.
- Manipulate page breaks, place graphs in the correct position on each page, and break tables across pages as needed.

> *Note: Do not open any graphs. They are filled with macros and are very fragile. Refer needed corrections to owners.*

Complete Final Formatting Updates

- **Update headers and footers**
  - Add the month's full name and four-digit year [CCYY] in the field on the second line of the header
  - Add the tracking number in the footer (Put an **A** at the end of the tracking number on the *Monthly Status Report*)
  - Check all pages for proper header/footer placement

- **Update the Table of Contents** by placing the cursor anywhere in the table of contents and pressing **F9**. Click **Update Entire Table** (or press **e** and ↵)

Peer Review

When the formatting and editing is complete, have another technical writer peer review the report to ensure all table and figure numbers are correct and in sequential order. The peer should also ensure that the headers and footers contain the correct information.

Leadership Review

E-mail a copy of the updated document to EDS leaders and ask them to review the document to ensure their department's information is complete. This review should occur no less than one week prior to the date the report is due to the OMPP. Leadership review should take two to three days to complete.

Review by EDS Managed Care and Publications Director

- **Print one copy and take it to the director** along with a copy of the letter.
- **Check with the director** two days after delivering the copy of the *MSR*. The director may take longer to finish the review.
- **Make corrections** as noted by the director and save the report as *MSR [month].doc* at *I:\Repository\Monthly\2003\month*.
- **Print *MSR Report*** and make copies based on the distribution list at the front of the report, adding one for the executive director.
- File a hard copy of the report in the appropriate cabinet located in Publications.

Distribute the Report

- **Create the cover letter** by opening a new document and copying the letter from the previous month.
- **Deliver copies** of the *Monthly Status Report* that includes the *Monthly Status Summary* with a copy of the cover letter to the Managed Care and Publications director.
- **Create the Portable Document Format (.pdf) file** and forward it with the cover letter in an e-mail message to the electronic copy recipients from the distribution list shown in the *MSR Report*. Also include electronic copies to the executive director and the Managed Care and Publications director.
- **E-mail directors** to tell them the report was sent and the file is stored for review at *I:\Repository\Monthly\2003\[month]MSR*.

Section 8: Claims Resolutions Manual Update Procedures

Overview

Claims Unit staff members refer to the *Claims Resolutions Manual* for information about how Indiana*AIM* processes claims, and how to determine whether a suspended claim should be forced or denied. The *Claims Resolutions Manual* contains the system logic for the edits and audits Indiana*AIM* uses to process claims. Edits and audits are listed in numeric order. If an edit or audit has multiple updates, all versions of the edit or audit can be found in the *Claims Resolutions Manual*. For example, if audit 6203 existed prior to the December 1999 update, and was updated in May 2000, November 2000, and again in January 2001, there would be four full versions of this audit. In chapter 9, following audit 6202 would be the January 2001 version of audit 6203, then the November 2000 version, followed by the May 2000 version, and finally the December 1999 version.

This manual is maintained in Hummingbird DM by Publications. A paper copy is also maintained in the Publications library. The electronic copy is available on the EDS Title XIX intranet site and is maintained by the EDS Systems Unit.

The Claims Unit resolves questions about the validity of claims. While performing claims resolutions, the Claims Unit may question the reference team about information found in the manual for particular edits or audits.

IndianaAIM Updates

If the reference team determines Indiana*AIM* needs to be updated, the Claims Unit prepares a change order (CO) or Reference File Service Request (RFSR) to request the update. When the update is complete, the reference team updates the electronic copy of the *Claims Resolutions Manual* on the I: drive.

Claims Resolutions Manual Updates

If the reference team determines Indiana*AIM* is correctly processing claims, but the *Claims Resolutions Manual* needs to be updated, the reference team updates the electronic copy of the *Claims Resolutions Manual* on the I: drive and forwards to Publications to update the paper copy and the electronic copy.

Publications Responsibilities

As the reference team determines changes for the *Claims Resolutions Manual*, the following procedures are performed:

1. A reference team member creates a new version of the edit or audit on the I: drive using track changes.
2. The reference team member sends an e-mail message with the updates to Publications.
3. The technical writer incorporates the updated page into a new version of the appropriate chapter of the *Claims Resolutions Manual* for the quarterly update.

Note: Publications is responsible for issuing updates to individual edits and audits within 10 business days of the system update.

4. Each quarter, Publications issues replacements for those chapters with an individual edit or audit update during the quarter.

Note: The updated chapter is delivered to the distribution list by the 10th business day of the following month.

For example, any chapter with individual updates with *system change* dates of January, February, or March, is updated to include all prior edit or audit versions and the current quarter updated edit or audit.

All new and revised edits and audits occurring after the December 31, 2000, version have a note box at the top of the page indicating the revision date or origination date of that particular version of the edit or audit.

File Updates

The Publications group is also responsible for the following tasks:

- Updating the manual in Hummingbird DM,
- Distributing paper updates,
- Maintaining two paper copies for the Publications library,
- Keeping historical files,
- Maintaining the update log, and
- Updating the PDF files in Project Workbook.

Individual Updates

Receipt of Update Information

1. The reference team e-mails a copy of the edit or audit to Publications requesting updates to the paper copy of the *Claims Resolutions Manual*. One update or multiple updates may be attached to one e-mail message.
2. The e-mail message and all attachments are printed for use in the update and are later filed as documentation.
3. The reference team uses the *track changes* feature in Microsoft Word to update the information.

Determine Appropriate Chapter and Page Number (Header/Footer Information)

1. Before logging the update, the appropriate chapter where the edit or audit belongs is located in the existing *Claims Resolutions Manual*.
2. The technical writer writes the appropriate chapter in the top right corner of each update received.

3. The technical writer notes the chapter, section, and page number of the most-recent version of each edit or audit on the lower right-hand corner of each update received. The update is numbered the same chapter, section, and page number, followed by a, b, c, and so forth.
4. The technical writer determines if the edit or audit is a new one or a revision.

When the quarterly update is distributed, the numbering pattern for the current quarter updates is changed so all page numbers in the chapter are consecutive. For details, see *Chapter Updates* further in this section.

Logging Receipt of Update Information

Publications maintain an update log containing the following items:

- *Claims Resolutions Manual* updates received,
- Person who sent the update,
- Affected chapter,
- E-mail date, and
- Date Publications distributed the individual update.

The log can also be used as verification that all individual updates were incorporated into quarterly chapter updates. The log is in Hummingbird DM and is named *2004 Claims Reso Manual Update Log*. A new log is created for each calendar year. An example of the update log is shown in Figure 9.1.

This log also tracks updates returned to the originator for additional information. Some examples of this are:

- System update date is missing.
- Track changes was not used.
- Original update information does not match existing Publications documentation.
- Information is unclear or conflicts with other information in the same edit/audit.

Reso Manual Updates for 1st qtr 2001

Chapter	*Edit/Audit #*	*Effective Date*	*Retroactive To*	*Date Received*	*Received From*	*Date Retd for info*	*Date DMU Distributed*	*Added to Version*	
9	6751	1/9/01	12/22/00	1/9/01	John Smith	1/9/01, recd 1/9/01	1/19/01	2.1	'track changes'. Effective date, retroactive date
5	2500	1/9/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
5	2502	1/9/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
5	2503	1/3/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
2	0436	1/3/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
3	0558	1/3/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
3	0559	1/3/01	-	1/10/01	Carol Jones	-	1/19/01	2.1	
9	6000	1/9/01	-	1/10/01	Mary Smith	-	1/19/01	2.1	
9	6224	1/19/01	-	1/19/01	John Jones	1/23/01	1/26/01	2.1	Audit criteria conflict
3	565	6/28/00	6/28/00	1/29/01	Joe System	1/30/01	2/1/01	2.1	effective/retro date?
9	6751	1/31/01	-	1/31/01	John Smith	-	2/1/01	2.1	
9	6754	1/31/01	-	1/31/01	Jane Doe	-	2/1/01	2.1	
7	4068	2/13/01		2/13/01	Jane Doe	2/22/01	2/26/01	2.1	verify suspend/deny, we updated in June,

Figure 8.1 – Example of Update Log

Completion of Individual Updates to Edits/Audits

1. After Publications receives and logs an individual update, the technical writer locates the existing edit or audit in the current version of the *Claims Resolutions Manual*.

Locate Existing Edit/Audit

2. The writer finds the current version with a Hummingbird DM Advanced search of ***Reso***in the name field.
3. The technical writer sorts the search results in date order with the most recent at the top. After the documents are sorted in date order, the top document for the corresponding chapter should be the most recent version.
4. The most recent version is verified by the *Document Transmittal Forms* in the front pocket of the first binder of the *Claims Resolutions Manual* in the Publications library, or by looking in the *2003 Claims Reso Update Log* file in Hummingbird DM.

> *Note: If a large number of updates are received during the last week of the quarter, they are incorporated into the quarterly update and an individual update is not issued.*

Copy Existing Edit/Audit into Quarterly Document and Update Information

To verify all new and revised edits or audits are incorporated into the quarterly document, all individual updates are kept in a quarterly update file in Hummingbird DM. This file is named NQYY Updates for *Claims Reso Manual* where N equals the number of the quarter, such as 1, 2, 3, and 4 and YY equals the last two digits of the year, such as 04.

1. The technical writer copies the existing version of the edit or audit into the quarterly update file.
2. The technical writer either copies the changed information from the e-mail file or types the changes.
3. All changed and new information is in **bold** type. If another change is received in the same quarter or the next quarter for the same edit or audit, any prior changes are no longer bold on the updated edit or audit page. Each version of an edit or audit maintains its bold information for the quarterly chapter update.

> *Note:* ***Bold*** *current changes only*

4. Section breaks are placed between each individual edit or audit in the quarterly document because the headers and footers are different for each edit or audit.
5. The header and footer information is obtained from the existing *Claims Resolutions Manual*.
6. If the edit or audit is retroactive, this information is noted on the update log and the retroactive date is placed in the note box at the top of the page along with the date the system was changed. Refer to the *Claims Resolutions Manual* to see header and footer layout.

Verify Headers and Footers

1. Using the information from the last version of the edit or audit, the technical writer verifies the header of the updated edit or audit is correct.
2. The page number and revision information is also verified, using *Determine Appropriate Chapter and Page Number* previously described in this section.
3. After all information is updated, the technical writer saves all changes before closing the file.

Create Document Transmittal Form

The standard *Document Transmittal Form* is used. A new *Document Transmittal Form* from Hummingbird DM is copied into a new file and appropriate fields are updated with the new information, such as edit or audit number, dates, tracking number, sender, and so forth. The naming convention is *[mmddccyy] Document Transmittal for Claims Reso Manual* . A sample is located in *Appendix A*. Some individual *Document Transmittal Forms* may be named using the edit or audit number instead of the date. Obtain an E tracking number from the administrative assistant for the document transmittal. The final *Document Transmittal Form* is saved in Hummingbird DM.

Create Cover Letter

A cover letter is attached to each paper update distributed, both individual and chapter updates. The letter is generated by copying a prior cover letter from Hummingbird DM and updating the appropriate fields with relevant information such as edit or audit number, dates, chapters, and version number. The naming convention for individual cover letters is *[mmddccyy] Cover Letter for Claims Reso Manual.* A sample is shown at the end of this section. A standard letter format is used for individual updates, and another format is used for quarterly chapter updates. The individual update cover letters direct users to add the update(s) to the existing manual. Quarterly chapter update cover letters instruct users to replace an entire chapter.

Print and Distribute Paper Copies

1. One copy of the update and the cover letter is printed single-sided on plain paper.
2. The technical writer signs the cover letter and prints the appropriate number of copies on plain paper. The claims resolutions pages are copied on 3-hole punched paper and attached so there are enough copies to distribute to everyone on the distribution list shown later in this section.
3. The OMPP and HCE copies are mailed via interoffice mail.
4. The Written Correspondence and Customer Assistance Unit copies are hand delivered.
5. The technical writer distributing updates also updates the Publications copies of the *Claims Resolutions Manual*, using the instructions from the cover letter.

E-mail Document Transmittal Form *and Cover Letter*

Due to the large size of the *Claims Resolution Manual*, each chapter is a separate file in Hummingbird DM. The individual chapters are also large, only the cover letter and *Document Transmittal Form* are e-mailed to the OMPP. All e-mail messages are saved and filed in the project workbook.

E-mail Published Updates to Reference Team

Send electronic copies of the edits and audits in an individual package to the representative of the reference team. The published edits and audits should reflect those maintained on the web by the reference team.

Creation of New Individual Edits/Audits

New individual edits or audits follow the same steps as updates to existing edits and audits, with a few exceptions listed in the following paragraphs. These new edits or audits are also saved in the current quarter's update file.

To create a new edit or audit when a placeholder was not previously placed in the *Claims Resolutions Manual* do the following:

1. Copy any existing edit or audit to use as a template
2. Replace the information with the new edit or audit information.

Page Numbering for New Edits or Audits

When creating a new edit or audit in this example, the page numbering is completed so users can easily identify where the page belongs in the manual.

For example, if edit 0001 and 0003 exist and edit 0001 is a one-page edit, then the page number is 1-1-1 corresponding to chapter 1, section 1, page 1; and edit 0003 is a one-page edit with the page number 1-1-2 corresponding to chapter 1, section 1, page 2. Edit 0002 is now being implemented, and will be numbered 1-1-2a until the quarterly update is distributed. This tells the user to place this page in front of page 1-1-2.

The note box at the top of new edits or audits says **New** instead of **Revised**.

Chapter Updates

Introduction

Chapter updates are distributed for any chapters with updates to individual edits or audits during the quarter. Each user replaces the existing chapter with the new updated chapter.

Create New File for Current Quarter

Not all chapters are updated quarterly. Chapter updates are distributed for those chapters containing an individual update during the quarter. The first step to create a new file is locating the most recent version of the *Claims Resolutions Manual* affected chapter(s). This is done by the following steps:

1. Perform a Hummingbird DM search by typing ***Reso*** in the Document Name field.
2. Sort the search results in date order with the most recent at the top. After the documents are sorted in date order, the top document for the corresponding chapter should be the most recent version.
3. Verify it is the most recent version by looking at the chapter number and version number (for example: Claims Reso Manual, ch 2, ver 4.3).

4. For each chapter with an individual update during the quarter, the most recent Hummingbird DM file is copied and named to indicate the appropriate quarter. For example, if Chapter 5 was updated in the first quarter of 2003, it is named *3/31/03 Claims Resolutions Manual, ch 5, ver 4.1*.

Add Updated Edits/Audits to Chapter

Before copying updates into the new version, the technical writer removes the existing headers and footers from the quarterly update file to ensure the headers and footers from the full chapter carry over into the new updates as they are copied into the chapter. Also convert all section breaks to page breaks; otherwise, the number for the revised chapter will not carry forward.

After the new version is created, any updates from the quarter are copied into the file from the current quarterly update file named *NQYY Updates for Claims Reso Manual* in Hummingbird DM. Each update is placed before the existing version of the individual edit or audit.

After copying all updates into the chapter, the technical writer verifies page numbers, headers, and footers are correct. All pages should be in sequential order. For example, if the previous version of chapter 5 had 895 pages, and it had two one-page updates during the quarter, the chapter should now have 897 pages, all numbered consecutively.

Verify Table Numbers (and References to) in Updated Chapters

Table numbers can be erroneously updated when the update is copied into the chapter. When this happens, the table numbers must be corrected. For example, if chapter 5 had Table 5-14.1 in the prior version, and a new update was added, the original table may renumber itself to 5-14.2. Since there are references to table numbers in many of the edits or audits, use Table 5-14.1 for both the original and the updated edit or audit. These numbers are also verified by checking any references to the tables in the written portion of the edit or audit.

Create Summary of Revisions

This document is saved with a naming convention of *NQYY Summary of Revisions for Claims Reso Manual* where N equals the number of the quarter, such as 1, 2, 3, and 4 and YY equals the last two digits of the year, such as 04. The Summary of Revisions is handled the same as most *Publications Comment Logsheets*. A sample is shown later in this section. The new document is created by copying the last existing summary of revisions file to a new file and naming it for the appropriate quarter.

> *Note: The* Summary of Revisions *is only issued with quarterly updates, not with individual updates.*

Document Management Unit

S U M M A R Y   O F   R E V I S I O N S

Date April 11, 2001

Subject January 1, 2001, to March 31, 2001 Reso Manual Updates
(Version 2.1)

Note: This version has updates to Chapters 2, 3, 5, and 9. The prior version of these chapters should be discarded, and the attached chapters should be inserted in place of the chapters listed above.

Esc Number	Change Description
0436	Changed Disposition for Shadow **FROM**: Suspend **TO**: Deny. Changed Disposition for POS **FROM**: N/A **TO**: Deny. Added the following to EOB Code: 0560 – This is not a crossover claim, since Medicare has not made a payment towards service. Please file on the correct claim form and resubmit for processing. 0566 – Your crossover claim has not been submitted on the correct form, verify and resubmit.
0558	Changed Disposition for POS **FROM**: N/A **TO**: Deny. Added the following to EOB Code: 0560 – This is not a crossover claim, since Medicare has not made a payment towards service. Please file on the correct claim form and resubmit for processing. 0566 – Your crossover claim has not been submitted on the correct form, verify and resubmit.
0559	Added the following to EOB Code: 0560 – This is not a crossover claim, since Medicare has not made a payment towards service. Please file on the correct claim form and resubmit for processing. 0566 – Your crossover claim has not been submitted on the correct form, verify and resubmit.

Figure 8.2 – Example of Summary of Revisions

Create Document Transmittal Form

This document is saved with the naming convention, for example, *[mmddccyy] Document Transmittal For Claims Reso Manual* in Hummingbird DM. The standard *Document Transmittal Form* is used.

A prior transmittal letter from Hummingbird DM is copied into a new file and the appropriate fields are updated with the new information, such as edit or audit number, dates, tracking number, sender, and so forth. Obtain an E tracking number from an administrative assistant and provide a copy of the transmittal for the permanent file. The final *Document Transmittal Form* is saved in Hummingbird DM.

The *Document Transmittal Form* is attached to the copy sent to the OMPP. One copy is placed in the *Claims Resolutions Manual* workbook for reference.

Create Cover Letter

A cover letter is attached to each paper update distributed, both individual and chapter updates. Generate this letter by performing the following tasks:

1. Copy a prior cover letter from Hummingbird DM
2. Update the appropriate fields with relevant information such as dates, chapters, and version numbers

The standard letter format is used for individual updates, and another format is used for quarterly chapter updates. The individual update cover letters direct users to add update(s) to the existing manual. Quarterly chapter update cover letters instruct users to replace an entire chapter. The cover letter for the quarterly updates also reminds users to shred the discarded chapters due to the confidentiality of the material. The naming convention for quarterly chapter update cover letters is, for example, *[mmddccyy] Cover Letter for Claims Reso Manual*.

November 16, 2002

Distribution: *Claims Resolutions Manual* Distribution

Subject: Updated pages to add to the *Claims Resolutions Manual*

Attached are the updated pages for audits 6017 and 6048 to be added to the *Claims Resolutions Manual*. Nothing should be removed from your existing manual just insert the update in the chapter indicated and in front of the existing edit or audit.

If there are any questions regarding the *Claims Resolutions Manual* updates, please contact me at (317) 488-XXXX.

Sincerely,

Figure 8.3 – Example of Cover Letter

Version Numbers

The quarterly chapter updates are tracked with version numbers. Since some chapters may be updated every quarter, the version numbering is different than most Publications documents. There are four versions per year. Since the first updated version for 2000 was published with updates from the first two quarters (after June 30, 2000), it was numbered version 1.2, denoting the first year, second quarter. The July, August, and September changes were combined into the third quarter version and numbered version 1.3. The 2002 quarters are numbered 3.1, 3.2, 3.3, and 3.4. The 2003 quarters are numbered 4.1, 4.2, 4.3, and 4.4. The 2004 updates are numbered 5.1, 5.2, 5.3, and 5.4. Future annual updates are numbered sequentially.

Distribution of Final Copies

The technical writer e-mails the Operations Unit with instructions where to find the files on the L: drive (L:/Systems/DMU/Claims Reso Manual/Individual chapter name and version), and to print the chapters single-sided on three-hole paper, and to strap each copy individually. Operations provide the technical writer with an edit copy to proof read.

After the technical writer approves the edit copy, the remaining paper and CD-ROM copies are printed, with instructions to deliver the new copies to Publications. Publications distributes to the units listed on the distribution list in the following subsection. Publications also update the PDF versions in Project Workbook.

*Note: The reference team does **not** receive hard copies of updated chapters.*

Distribution List

The distribution list remains the same for individual updates. For updated chapters, CD-ROM copies of the manual are also distributed.

In addition to the paper copies and the cover page, an electronic copy of the *Document Transmittal Form* and the cover page are e-mailed to the OMPP contact person. Some units have requested CD-ROM copies of the manual as well.

Table 8.1 – Updated Chapter Distribution List

Unit	**Number of Copies**	
	Individual Update	**Quarterly Update**
Managed Care (Marcia Meece-Bagwell)		5 CD-ROM copies
Claims Adjustments/Resolutions (Sandy Brown)	1	1 and 1 CD-ROM
Customer Assistance (Nancy Burke)	1	1
Written Correspondence (Laura Merkel)	1	1 and 1 CD-ROM
HIPAA (Terri Hughes)		4 CD-ROM
OMPP (Heather Zurcher)	4	4 and 3 CD-ROM
HCE (Bridgett Finnerty)	1	1
LTC/Waiver (Becky Morgan)	1	1
Publications 1 for Library 1 unbound available for ad hoc requests	2	2
Total	11	11 paper and 14 CD-ROM

Distribute paper copies of the letter of transmittal as follows: one copy to the OMPP, one copy to Melissa Devries, and one copy for publication records. An electronic copy of the transmittal letter can be substituted for the paper copy to Melissa Devries.

Distribute paper copies of the cover letter as follows: one copy to the OMPP, one copy to Customer Assistance, one copy to Written Correspondence, one copy to HCE, and one copy for publication records.

Numbered Steps for Individual Updates

1. Receive individual update from the reference team for existing edit or audit:
   – Print updates sent via e-mail.
2. Locate existing chapter in *Claims Resolutions Manual* in Hummingbird DM (search ***Reso***) to verify new versus revised edit or audit:
   – Write **chapter** and **section** in the upper right-hand corner**,** and **page number** of most recent version of edit or audit in lower right-hand corner.
3. Log receipt of update in Hummingbird DM *2003 Claims Reso Manual Update Log* (new log per year):
   – Insert a blank row after each quarter.
   – Verify all individual updates incorporated into quarterly updates.
4. Copy and save existing version of individual edit/audit into existing Hummingbird DM *Claims Reso Manual Current qtr* file:
   – Copy changes from e-mail or type changes if small.
   – Insert section breaks between each edit/audit.
   – Insert note box at top of edit or audit with edit or audit number, date revised, and retroactive date, if applicable.
   – Delete contents of file after quarterly updates are distributed.
   – Individual updates cannot be completed until after prior quarterly updates have been completed.
5. Verify chapter number, section number, and headers and footers are correct:
   – Verify footer information:
     • Correct page number,
     • Correct revision information: Library reference number, revision date, version.
6. Save changes, print one copy, close file, and create cover letter.
   – Refer to the distribution list for disbursement of copies to be on three-hole paper and single-sided.
7. Request a tracking number from Melissa Devries, specifying the following:
   – The update goes to Heather Zurcher of OMPP.
   – The writer is the preparer and the signer.
   – The subject is the *Claims Reso Manual*, either the individual or quarterly update.
8. Create *Document Transmittal Form* from previous one in Hummingbird DM *Claims Reso Manual Doc. Transmittal.*
   – Copy most recent *Document Transmittal Form.*
   – Update new document with tracking number and other information as appropriate.
   – Save *Document Transmittal Form* in Hummingbird DM.
   – Send copy to the OMPP with a copy of the edit or audit updates.
   – Keep two copies in the Publications Library.
9. Create cover letter by copying previous one in Hummingbird DM *Claims Reso Manual Cover letter* (*see step 7*) and update appropriate areas.
10. Distribute paper copies of edit or audit with cover letter per distribution list.
11. File copies of e-mail messages and attachments and updated edit or audits in *Claims Resolutions Manual* workbook.
12. Update the *Claims Resolutions Manual* summary of revisions.

Numbered Steps for New Edit/Audit Creation

Follow update steps, except perform the following changes:

1. If there is no placeholder in the Claims Resolutions Manual for new edit or audit, copy any existing edit or audit to use as a template
   - Replace existing information with new edit or audit information
   - Apply page numbers by chapter/section/page number based on where in the chapter or section the new edit or audit is placed
     - When new edit or audit is placed between established consecutive pages, add alphabetic character at the end of page number, assigning page number by what is behind the new edit or audit
     - Update page numbers when the quarterly update is ready for distribution
2. Change the note box at the top of the page to reflect a **New** edit or audit.

Numbered Steps for Chapter Updates

> *Note: Publications distributes chapter updates only for chapters with individual updates during the quarter.*

1. Locate the most recent version of the chapter to update with a new edit or audit (Hummingbird DM search ***Reso***)
2. Copy the chapter into a new file to create the new document. Name the new document *[NQYY]Claims Reso Manual CLRE 10001 Ch [#]*. For example, *4Q04 Claims Reso Manual CLRE 10001 Ch 2*.
3. Remove the existing headers/footers from the update file in Claims Reso Updates Current Qtr
4. Copy the individual edit or audit from the quarterly file to the chapter file, inserting just before existing version of the individual edit or audit
5. Verify the header/footers applied correctly and page numbers are sequential
   - Update version number [y.q] based on the following information:
     - Year 2002 has version number 3
     - Quarter has 1 for first, 2 for second, and so forth.
     - Year 2003 has version number 4, and so forth
   - For example, 2002, second quarter is version 3.2
6. Verify the table numbers are correct. Each version should have table numbers starting with #.1 (where # is the chapter number).
   - Verify text describing tables agrees with table numbers
   - Verify tables break appropriately across pages
   - Check table breaks in edit copy from Operations
7. Create the *Summary of Revisions* by copying the last *Summary of Revisions* using the naming convention *[NQYY] Summary of Revisions for Claims Manual.* (see step 1)
   - Update the *Summary of Revisions* sheet

> *Note: The* Summary of Revisions *sheet is for quarterly chapter updates only, not individual updates.*

8. Create the *Document Transmittal form* by copying the last form using the naming convention *[mmddccyy] Document Transmittal for Claims Reso Manual Doc.*. (see step 1)

- Make changes as appropriate for the new form
- Obtain a tracking number for the new form
- Send the *Document Transmittal* to the OMPP with chapter copies. Keep a copy in the *Claims Resolutions Manual* workbook.

9. Create the cover letter by copying the last cover letter using the naming convention *[mmddccyy] Cover Letter for Claims Reso Manual* (see step 1)

10. Print and distribute copies
    - E-mail the updated chapter to Operations with the *Operations Request Form*
    - Request an edit copy, review and approve, or make changes and get another edit copy
    - Request the appropriate number of copies from Operations; single sided; on three-hole paper; individually strapped
    - Refer to the distribution list for disbursement of copies

Send the electronic copy of the *Document Transmittal Form* and cover letter to the OMPP contact. Chapter copies are too large to send via e-mail.

Section 9: Master Report Definitions Update Procedures

Overview

This section describes the procedures for updating the *Master Report Definitions* manual and the *Master Report Distribution Listing* that accompanies the manual.

Purpose of the Master Report Definition

The Systems Unit updates Indiana*AIM* as changes occur. The *Master Report Definitions* manual is the first reference for information about reports generated by Indiana*AIM*. Each report definition includes the report name, number, report details, the individual field definitions on the report, and a sample of each report. Due to the large volume of reports, the manual is split into four binders. The fourth binder contains the definitions of reports not currently used. The electronic documents are maintained in Hummingbird.

Receive Master Report Definition Changes from Systems SEs

The designated Systems Engineer (SE) sends an e-mail message to the technical writer as notification of a report definition change. The e-mail contains the following information:

- Copy of the report definition required to change including track changes
- Change order (CO) number that caused the change, if applicable

Copy of Sections of the Report Definition Change

This file includes the SE changes to the current report definition. Using the track changes feature in MS Word shows the updates from the previous definition. The updates in the file are added to the *Master Report Definitions* manual.

Update the Master Report Definition Manual

When the information is received from the SE, the technical writer uses the following steps to update the manual:

1. Open Hummingbird
2. Save a new version of the *Master Report Definitions* manual
3. Open the manual in Microsoft Word
4. On the front page, change the version number and revision date. If the document has only a few section changes, roll the version by **.1**. If the document has major changes, roll the version by **1**. For example, a minor revision would roll from 2.0 to 2.1; a major revision would roll from 2.0 to 3.0.
5. On the Revision History page, add the new version

6. Type the section(s) changed and reason for the change in the Reason for Change column. If the changes are standard quarterly updates, type **Quarterly Updates** in this column.
7. Update the revision date and version number on all of the front matter (all pages through the Table of Contents)
8. Go to the section with changes and add the changes
9. Update the revision date and version number on all pages of the section
10. In the Index, highlight the index entries and press **F9**. This updates the index.
11. Print the manual and pull out the updated pages

Receive Master Report Distribution Listing Changes from Systems Staff

The designated Systems team lead sends an e-mail message to the technical writer as notification of a report definition change. The e-mail contains the following information:

- Copy of the report distribution list with track changes showing the required change
- CSR number that caused the change, if applicable

Update the Master Report Distribution Listing

When the information is received from an SE, the technical writer uses the following steps to update the distribution listing:

1. Open Hummingbird
2. Save a new version of the *Master Report Distribution Listing*
3. Open the *Master Report Distribution Listing doc 1 of 2* in Microsoft Word
4. Change the version number and revision date on the front page. Roll the version by **1**. For example, roll from 2.0 to 3.0.
5. Add the new version on the Revision History page
6. Type reason for the change in the Reason for Change column. If the changes are standard quarterly updates, type **Quarterly Updates** in this column.
7. Update the revision date and version number on this page
8. Save this document and print it out
9. Open the *Master Report Distribution Listing doc 2 of 2* in Microsoft Excel
10. Go to the File menu and click **Page Setup**
11. Click **Header/Footer** tab
12. Click **Custom Footer**
13. Update the revision date and version number appropriately
14. Click **OK**
15. Click **OK**
16. Save this document and print it out.

17. Place *Master Report Distribution Listing doc 1 of 2* in front of *Master Report Distribution Listing doc 2 of 2*

Create Document Comment Logsheet

A *Document Comment Logsheet* must accompany all revised documents sent to the OMPP. The following steps outline how to complete this sheet for the *Master Report Definitions* manual and the *Master Report Distribution Listing*:

1. Open Hummingbird and locate the *Document Comment Logsheet* template.
2. Create two new documents from this and name them **Master Report Definition Document Comment Logsheet CCYYQ#** and **Master Report Distribution Listing Document Comment Logsheet CCYYQ#.** For example, updates for the first quarter of the year 2005 would read **Master Report Definition Summary of Revisions 2005Q1**.
3. List the contact name, the section numbers, the page numbers, existing language, new language, and comments down each sheet. If a change is related to a CO, put the change and the CO number that contributed to the change in the comment section.
4. When complete, print out these sheets and put each sheet on top of the corresponding revised pages.

Send Updated Pages to the OMPP

1. Make the appropriate number of copies of the *Document Comment Logsheet* and the updated pages packet
2. Fill out a *Document Transmittal Form*. List the names of individuals who provided changes for the manual.
3. Print out two copies
4. Put one copy of the *Document Transmittal Form* with the copies of the *Document Comment Logsheet* and updated pages packet
5. Place them in an interoffice envelope, address it to **Jenifer Nelson, OMPP**, and put the envelope in the interoffice mail. If the document is too large for an interoffice envelope, place the documents in an appropriately-sized box.
6. Take the remaining two copies of the *Document Comment Logsheet* and the Master Report Definitions and put them in the appropriate Publications Library binders; replacing the current pages with the updated pages.
7. Put the other copy of the *Document Transmittal Form* in the project workbook
8. Send an e-mail message to Jenifer Nelson at the OMPP with the *Document Comment Logsheet*, *Document Transmittal Form*, and the revised *Master Report Definitions* and the *Master Report Distribution Listing* documents attached explaining the hard copies were sent in interoffice mail. Copy the Publications team lead.
9. Print out a copy of the sent message and place it in the project workbook.

Section 10: Non-Provider List Update Procedures

Overview

This section describes the procedures for updating the non-provider list.

Purpose of the Non-Provider List

The non-provider list is a Microsoft Excel spreadsheet that contains the names and addresses of non-providers that receive bulletins. To be added to the list, a request must be submitted to the Publications Unit.

Non-Provider List Weekly Update

The non-provider list is updated weekly as needed. The technical writer uses the following steps to update the list:

1. Open Hummingbird DM.
2. Click **Search**.
3. Type ***4312*** in the **DOC#** box. This is the non-provider list.

Note: The document will open in Microsoft Excel.

4. Select the current year *Changes* worksheet at the bottom of the Excel workbook.
5. Type the *Name of the Requestor*.
6. Type the *Organization.*
7. Type the *Date of Request.*
8. Type the *Change From.*

*Note: If this is new information type **added new information**.*

9. Type the *Change To.*

Note: To enter a new line within a cell, press ALT + enter. This will return below the previous line.

10. Type the *Date of Change*.
11. Type the *Changed By*.
12. If supplied, type the *Related Correspondence.* If no information is supplied, go to Step 13.
13. Select the **NP List** worksheet from the bottom of the Excel workbook.
14. Scroll to the first empty row.
15. Type the *Provider Name.*

> *Note: This column must not exceed 36 spaces.*

16. Type the Provider Address #1.

> *Note: This column must not exceed 36 spaces.*

17. Type the *Provider Address #2.*

> *Note: This column must not exceed 36 spaces.*

18. Type the *City.*

> *Note: This column must not exceed 22 spaces.*

19. Type the State in the *ST* column.

> *Note: This column must not exceed 3 spaces.*

20. Type the ZIP Code in the *ZIP* column

> *Note: This column must not exceed 11 spaces.*

21. Type the phone or fax number in the *Phone/Fax* column.
22. Click **Sort** from the *Data* drop-down menu.
23. Click **Sort by Provider Name.**
24. Verify the **Ascending** radio button is selected.
25. Verify the **Header Row** radio button is selected.
26. Click **OK.**
27. Click the **Save** icon on the toolbar.

> *Note: This saves the document in Hummingbird DM.*

28. Click **Save As** from the *File* drop down menu.
29. Click **Common on "USIDDXIX02.mm..** from the *Save In:* drop down menu.
30. Double-click the *Repository* folder.
31. Double-click the *for Ops* folder.
32. Click **Formatted Text (space delimited)** from the *Save as type* drop down menu.
33. Type **allbull.prn** in the *File name* box.
34. Click **Save.**
35. Click **Yes** from the *Microsoft Excel* pop up box.
36. Close the Excel file.
37. Open Microsoft Outlook.
38. Click **New**.
39. Type **INXIX Operations Requests** in the **To** line.
40. Type **Notification-Routine: Please Update Non-provider list** in the **Subject** line.

41. Type **FYI – A new non-provider list has been saved on the I drive,** in the **Text box.**
42. Click **Send.**

Note: A follow up call should be made to Ops to verify the e-mail was received.

Non-Provider List Annual Update

The non-provider list is updated annually. This is a mass mailing to verify the addresses maintained on the list. The technical writer uses the following steps to update the list:

1. Open Hummingbird DM.
2. Click **Advanced** search**.**
3. Type **4312** in the **DOC#** box, which is the non-provider list, and click on **Perform Search**.
4. Check out the non-provider to the directory being used for the mail merge.
5. Return to Hummingbird DM.
6. Click **Advanced** search**.**
7. Type **15677** in the **DOC#** box, which is the non-provider list, and click on **Perform Search**.
8. Check out the letter template to the directory being used for the mail merge.
9. Minimize Hummingbird DM.
10. Open the letter template, MAIL MERGE TEMPLATE FOR NONPROVIDER LIST UPDATE.DOC, in MS Word.
11. Choose **Letters and Mailings > Mail Merge Wizard** from the *Tools* drop down menu.
12. Click **Use and existing list** in the Mail Merge window.
13. Click **Browse** to select the MAIL MERGE TEMPLATE FOR NONPROVIDER LIST UPDATE.DOC.
14. Select **Microsoft Excel Worksheets via Converter (*.xls; *xlw)** in the confirm Data Source dialog box.
15. Select **NP List** in the Open Worksheet dialog box.
16. Click **OK** in the Mail Merge Recipients dialog box.
17. Select **Write your letter** in the Step 4 of 6 frame.
18. Replace the date with the current date in the letter template.
19. Delete the **Name and Address** in the template letter, leaving the cursor in place to identify where to insert the address block.
20. Click on **Address Block** in the Write your letter frame.
21. Select **Joshua** as the recipient name format.
22. Click on **Match fields** and choose the following pairs in the Match Fields dialog box.
    - First name = Provider_Address_1
    - Company = Provider_Name
    - Address 1 = Provider_Address_2
    - City = City
    - State = ST

- Postal Code = ZIP

23. Delete the greeting line in the letter template.
24. Select **Greeting Line** in the Write your letter frame.
25. Select **Dear** and **Joshua** and **:** (colon) in the Greeting line format, and click **OK**.
26. Click on **Next: Preview your letters** in the Step 4 of 6 frame in order to preview the merge.
27. Review the merged letters using the **<** and **>** buttons to determine whether the results match your expectations. If necessary modify the template letter or the non-provider listing.
28. Click on **Next: complete the merge** in the Step 5 of 6 frame.
29. Modify individual letters as needed to clean up the merged letters.
30. Choose **Save As** in the drop-down File menu to save the merged letters.
31. Take the printed letters to Operations to be tri-folded, inserted, and mailed.

Note: This document should be printed on colored paper.

32. Notify the mailroom to deliver replies to Publications.

Note: After verifying letters have been mailed, delete the files.

Section 11: IHCP Provider Manual

Overview

The *IHCP Provider Manual* and the supplemental provider manuals are documents designed to provide important program information and instructions to providers. These manuals are updated each quarter, as necessary, and distributed to providers through the IHCP Web site and on CD-ROM, as necessary.

Every time a provider manual is updated, a series of steps must be followed. These steps ensure the document is accurately written and delivered within specific time frames

The *IHCP Provider Manual* must be updated each quarter to incorporate all published information that impacts providers on a continuing basis. The manual is published on the IHCP Web site each quarter and is mailed on CD-ROM one time each year. The published information that is included in the manual generally comes from one of the following sources:

- IHCP provider bulletins
- IHCP provider monthly newsletters
- IHCP provider banner page articles

In addition, the quarterly updates should also include any materials or updates that have been submitted to the Publications Unit for incorporation into the *IHCP Provider Manual*. Updates or additions to the manual may be submitted at any time from any EDS business unit, other contractor (HCE, ACS, or Myers and Stauffer), or the OMPP. These updates should be sent either electronically (the preferred method) or in hard copy using the *Provider Manual Change Request* form. A copy of this form is available on Project Workbook under the **Publications** tab and the **Templates** link. The provider manual coordinator should log all Provider Manual Change Request forms that are submitted. These forms should be maintained in a folder corresponding to the next update to the *IHCP Provider Manual*.

Document Design Phase

Estimate Project and Prepare Project Schedule

The first step in the IHCP Provider Manual update process is for the Publications technical writer to prepare a tentative schedule of work.

The time estimate for the schedule should be based on the premise that the *IHCP Provider Manual* must be added to the IHCP Web site by the 45th calendar day following the completion of a calendar quarter (February 15, May 15, August 15, and November 15). The cut off date for accepting new materials should always be the first day of the quarter in which the update will take place (for example, the cut off date for new materials for the February 15 update is January 1). The purpose of the schedule is to provide a framework for the project and to outline specific milestones. After developing the schedule, the technical writer should save a copy of the schedule of work in Hummingbird and on the Processes page in Project Workbook. The Hummingbird copy of the document should be saved as *Schedule for Manual Name*, where *Manual Name* is replaced by the name of the document that is being updated. With each future update to a manual, the technical writer should save the schedule as another version of this document (Schedule for Manual Name) in Hummingbird.

Create Project Folder or Binder

The technical writer creates and maintains a project folder or binder for the project. The items kept in the project binder are outlined in *Appendix D*. The project binder should include, at minimum, folders labeled for each provider manual chapter, correspondence related to the project, and update requests that have been received.

Document Draft Development Phase

Gather Update Information

On or before the cut off date for accepting changes and updates to the *IHCP Provider Manual,* the technical writer gathers all of the materials that have been published since the last quarterly update. The technical writer must first gather information about all of the bulletins, banner pages, and newsletter articles that were published and enter information about each document in a *Provider Manual Update Spreadsheet* specific to the version being updated. The technical writer should create a new folder in *L:\Publications\DMU\Provider Manual*. The folder should be labeled with the version number of the provider manual, for example Version 5.1. The technical writer should then save the Provider Manual Update Spreadsheet inside of this folder.

The Provider Manual Update Spreadsheet should include the following worksheets:

- Bulletins
- Banner Pages
- Newsletters

Each worksheet should contain the following column headings:

- Publication
- Subject
- SME
- Requires Update?

All of the information needed to complete all of the fields on the spreadsheet should be available from the completed *Request for Bulletin, Newsletter, or Banner Page Article* form that was submitted with each request for publication. This form may have been submitted electronically through Project Workbook or submitted on the paper form. The technical writer should obtain a copy of the form or electronically submitted information and maintain the copy in the Project Binder. If no form was submitted with the request, the technical writer assigned to the *IHCP Provider Manual* update must determine the author of the publication (this information is contained in each project folder or binder). The technical writer should e-mail the SME to gather the information needed to complete the spreadsheet entry.

Also, if the *Request for Bulletin, Newsletter, or Banner Page Article* form does not indicate if the material requires an update to the *IHCP Provider Manual*, the technical writer must contact the SME to gather this information. If the SME is unwilling to answer, does not answer, does not know, or the technical writer can easily determine if an update is required, the technical writer should make the determination and log the information in the spreadsheet with a note that the technical writer provided the information, not the SME.

After all of the documents have been entered into the spreadsheet, the technical writer should determine which publications affect the provider manual. The technical writer should retrieve the *Request for Bulletin, Newsletter, or Banner Page Article* form for each of these publications and separate the documents and place the forms in folders based on which chapter of the manual is affected. (If an article affects more than one chapter, the technical writer should copy the form and place a copy of the form in each chapter folder that is affected).

Research and Validate Existing Information

The technical writer must also research information used in the design and content of the provider manual.

The technical writer researches information already developed. Possible references include, but are not limited to the following sources:

- Provider and member bulletins
- Provider newsletters
- Banner pages
- Shared network drives on the EDS Indiana Title XIX network
- Updates and change requests that have been submitted since the last publication
- Current documentation referenced by the originator, such as a user guide
- Personal documentation, such as handwritten notes

The technical writer should gather information for the update, and also become familiar with any software used to enter the information.

When research is complete, the technical writer must validate the information to determine whether it is accurate and up-to-date. Steps to validate the information are as follows:

- Interface with designated SMEs through team meetings, one-on-one sessions (in person or via telephone), and written correspondence to receive feedback on the validity of the information

Research New Information

After gathering the existing information, the technical writer begins identifying and researching information that must be developed. The following list suggests some methods for proceeding:

- Ask questions and request feedback and comments about the existing information
- Experiment with the system, read on-line help, and complete on-line tutorials
- Talk with SMEs
- Attend originator team meetings and ask questions about the information they provided
- Observe SMEs in tasks relating to the documentation

Develop Content

Document content is based on requirements defined by the originator. Content may consist of text, charts, tables, and graphics (including screen prints). The project dictates exactly how this information is developed.

During content development, the technical writer may meet with SMEs. A technical writer who is proficient with the information being documented may also be able to write and validate some procedures with the help of SMEs.

During this step, disclaimers, copyrights, and other materials are also gathered. This material is used in the development of the cover and copyright pages for the document.

Update the Manual Chapters

After gathering all of the materials for the manual update, the technical writer should save copies of each chapter from Hummingbird into L:\Publications\DMU\Provider Manual\Version X.X\Chapters. Each file name should include the chapter number and the quarter in which the update is taking place, for example, Chapter_01_1Q05.doc.

After all of the chapters have been saved, the technical writer should begin updating the manual. The technical writer must turn on the Track Changes feature in Microsoft Word before entering the first change. Track Changes must remain turned on from this point until the point the OMPP approves the manual for publication. The technical writer should proceed by updating each chapter of the manual with the materials that have been identified previously.

After the content of the manual is developed, the technical writer must review the document for accuracy, clarity, grammar, spelling, and style by using the *Peer Review Sign-off* form (PUB0003G) and *Style and Usage: A Writing Style Guide* as references. After the technical writer's proofreading is complete, the document and the *Peer Review Sign-off* form are forwarded to another team member for a peer review. The technical writer draws a line through any items on the *Peer Review Sign-off* form that do not apply to the document at this stage; for example, a line is drawn through the index task if the index has not been compiled. The peer review must be completed prior to the SME's review of the draft document, because the peer review helps ensure the technical writer delivers a quality document to the SME.

The peer reviews the document to verify the applicable tasks on the *Peer Review Sign-off* form (PUB0003G)—and other project conventions—are applied throughout the document. The peer documents any necessary revisions on the document and returns the initialed form and document to the technical writer.

If necessary, the technical writer and the peer meet to discuss the requested changes. The technical writer corrects and revises the document before it is presented to the SME. The draft copy of the document is complete and ready for review by the SME.

> *Note: Peer reviews may be waived at the discretion of the Publications team coordinator or the Member and Provider Relations Department director. Documentation of this waiver must be maintained in the project folder or binder.*

Submit Document for Internal Review

When a draft copy of the manual is complete, EDS leadership, HCE, and any other State contractors must have the opportunity to review. Reviewers must provide feedback about the accuracy and completeness of the content to help the technical writer determine the required revisions.

Designated reviewers participate in the review—or reviews, if more than one will take place. For consistency, it is best to have all chapters reviewed at once. Because of time and other constraints, however, some chapters may need to be reviewed as they are completed.

To conduct the review, the Publications project leader saves draft copies of the chapters in a designated location on a shared drive. The technical writer applies security to the chapters to allow changes to the document to be tracked. In addition, the technical writer creates CD-ROM copies of the chapters and mails them to outside contractors for review. The technical writer sends a note, memo, or e-mail to reviewers and explains the following:

- The purpose of the manual review
- The roles and responsibilities of the SME for the review
- When the review of the manual is due
- How and where to save changes to the document

The technical writer may choose to be available to the reviewers during the review. The writer may, for example, reserve a conference room and set up appointments to critique the document with the reviewers. This process enables the writer to receive immediate and accurate feedback from the reviewers.

The reviewers critique the document from their perspective and mark any changes directly in the document using Track Changes. The reviewers must answer all questions from the writer during the review. All unanswered questions will be returned to the SME for the requested information.

Reviewers must complete the review on schedule to ensure timely completion of the project. The Publications technical writer should allow enough time for the review to encourage a complete review without delaying the project.

Publications Technical Writer Quality Check

When the draft review and user testing are finished, the technical writer incorporates all appropriate changes to the document and related graphics, and proofreads the changes. This is the final opportunity to ensure accuracy of the information in the document. The technical writer may also have another technical writer proofread the changes.

After accuracy is verified, the technical writer generates the table of contents and index, if included, and checks the document format to ensure consistency. The technical writer completes a quality check that includes the following items:

- Verify header and footer formats
- Compile the table of contents
- Prepare the cover and copyright pages
- Print preview the document before printing

Verify Header and Footer Formats

The technical writer validates the information in the headers and footers. This validation includes ensuring section names match on all pages of the section, page numbers are formatted correctly, the library number is correct, revision date information reflects publication date, and the revision number reflects the correct version of the document.

Compile the Table of Contents

The technical writer produces the table of contents and validates the page numbers in the table. The technical writer ensures the table of contents matches the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Prepare the Cover and Copyright Pages

The technical writer reviews the cover and copyright pages, and makes sure the titles are correct and the document numbers are accurate. The technical writer ensures the cover and copyright pages match the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Print Preview

The technical writer previews the document layout by using the Microsoft Word **Print Preview** function. This preview shows the general layout of information on the document pages, ensures page, and section breaks are in the correct locations.

When the format check is complete, the technical writer may submit the document, if requested, to the Publications team coordinator for review.

Document Final Development Phase

The Document Final Development phase prepares a document for final approval by the State. This review is the last time the document can be modified prior to production.

This phase begins with revisions from the technical writer after the quality check of the document, and ends with the State final review of the document.

Revise Text Based on Quality Check

The technical writer incorporates changes required as a result of the quality check, consulting with SMEs if necessary.

This step includes a review of the document format to ensure consistency with the template specified for the project. This document check also includes the cover page and the copyright page.

Format the Document

When all the corrections are entered, the document format is polished and the project's final tasks begin. These tasks include the following items:

- Compile the index
- Print the document and check print quality

Compile the Index

The technical writer produces the index, reviews the index to ensure it is compiled correctly (nested appropriately, consistent verbiage), and validates the page numbers for indexed information. The technical writer ensures the index matches the format outlined in *Style and Usage: A Writing Style Guide (QMDM10000).*

Print the Document and Check Print Quality

The technical writer prints a hard copy of the manual. Or, the technical writer may notify the Operations Unit of the file location, size of the file, and the deadline, and ask the Operations Unit to print the manual. If the manual is printed in the Operations Unit, the technical writer must request an edit copy. The technical writer answers the following questions when checking the quality of the edit copy:

- Is the print quality readable and presentable?
- Is the manual number correct and in the right place?
- Is the date correct and in the right place?
- Does the text match the hard copy?
- Are the page numbers correct?
- Do all of the graphics match the hard copy?
- Do the pages flow like the hard copy?

Conduct a Format Review and Quality Check

When the document is ready to be assembled for the State final document review, the technical writer reviews it for conformance to format requirements and updates any items that are not completed.

When the document is ready for the State final document review, the project leader assembles a master document, complete with all front and back matter.

The document is delivered electronically and it must be copied to the appropriate medium for final delivery.

Submit Document for State Final Document Review

The State final document review occurs between the technical writer and the State. During this review, the technical writer reminds the State of the following points:

- Any changes that may affect the scheduled delivery date.
- State approval is required before a document can be released for production.
- The State final document review is the State's last opportunity to review and change the content of the document. The project leader must clearly communicate to the State any changes. When the review is complete, the State signs the *Document Transmittal* form (PUB0002A).

Document Production Phase

The Document Production phase prepares the document for distribution.

This phase begins with revisions to the document based on the State final document review and ends when the document is delivered to the OMPP and providers.

Document Approval and Release

Before delivering the document, the technical writer should correct any errors identified during the State final document review. Then, the technical writer reviews the document again to ensure the changes have been made. If the document is being delivered on paper, the technical writer also ensures corrected pages are reinserted properly into the document.

The technical writer applies the proper level of access control security of the manual in Hummingbird.

The document is delivered to the State and business units as defined by the delivery requirements of the project. The technical writer should refer to the Publications Project Log saved in Hummingbird for information about the number of hard copies and electronic copies required for State distribution.

In addition, the technical writer should print and insert two copies of the completed manual in binders and place the binders in the Publications Unit Library.

The technical writer should also update the *Publications Project Log* in Hummingbird to show that the manual update is complete.

Web Site Update

The completed and approved s added to the Web every quarter. The manual is provided on the Web in Acrobat PDF format. Therefore, the technical writer creates a PDF file.

Project Workbook Web Site Update

When the *IHCP Provider Manual* is approved and has been published, it must be made available on the IHCP Web site. All manuals are saved on the IHCP Web site in the Adobe ® portable document format (pdf).

The technical writer converts the document to Adobe® portable document format (pdf) as outlined in *Appendix B* and posts the manual to the Web site by saving the finished documents to I:\repository\bulletin\IHCP Provider Manual. After saving the documents to this location, the technical writer notifies the Web team that the documents are ready to be added to the Web site.

Archive the Project

The technical writer is responsible for archiving the project as soon as it is completed. The technical writer archives the following items:

- Project binder content, which should include all of the forms used in the project and documentation of correspondence between the technical writer and project team members
- Originator feedback comments
- Electronic and hard copy of deliverables
- Every page marked with State, HCE, and SME changes
- Writer’s editing changes
- Peer review draft changes

The Publications technical writer prints a copy of the manual’s front cover and spine and places them on the outside of the project binder.

The Publications technical writer files the binder in the file cabinet in the Publications work area.

Section 12: Systems Documentation Update Procedures

Overview

This document describes the procedures for updating Systems Documentation from Change Orders (COs) or other system changes or modifications placed into production in the Systems Unit. Systems Documentation manuals were formerly know as TP Users Guides.

Receive Update Documentation

The designated Systems team lead or project lead sends an e-mail message to the technical writer as notification of the change. The e-mail contains the following information:

- Copy of sections of the document requiring change
- CO number
- Information about other manuals or business units affected if applicable

Update Systems Documentation

When all the information is received from the team or project lead, perform the following steps to update the document:

1. Open Hummingbird Document Management (HDM) System.
2. Locate and save a new version of the document.
3. Open the manual.
4. Update the version number and revision date.
   – If the document has only a few section changes, increase the version by **.1**. If the document has major changes, increase the version by **1**. For example, a minor revision would increase from 2.0 to 2.1; a major revision would increase from 2.0 to 3.0.

1. Go to the **Revision History** page and add the new version.

2. Type the section changed and the CO number that affected the change in the **Reason for Change** column.

3. Update the revision date and version number on all of the front matter (all pages through the Table of Contents).

4. Go to the section with changes and add the changes.

5. Remove any protected health information (PHI) from the manual.

6. Update the revision date and version number on all pages of the section.

7. Update the Table of Contents and index.

Complete Deliverables

1. Review the distribution list to determine the required number of copies of the manual.
2. Print the required number of copies. If necessary, contact the Operations department for assistance with printing.
3. Place two paper copies of the manual in the library. Update the *Library Checkout Form* if necessary.
4. Deliver remaining copies to the appropriate business teams and individuals.
5. Notify the Systems project lead and appropriate business team lead of completion of the project.

Send Updated Manual to the OMPP

1. Complete a *Document Transmittal Form*.
2. Print four copies of the form.
3. Place copies of the form in the two library copies of the manual. Send one copy of the form to the OMPP with copies of the manual and place the remaining copy in the project folder.
4. Send the required number of copies of the manual to the appropriate individuals at the OMPP.
5. Send electronic copies of the *Document Transmittal Form* to appropriate individuals at the OMPP and EDS.

Complete Project Folder

1. Locate the existing project folder from the most recent update to the manual.
2. Place copies of all appropriate documentation in the project folder. This documentation includes but is not limited to the following:
   - *Document Transmittal Form*
   - Relevant E-mail communications
   - Any other supporting documentation associated with the manual update
3. Replace the project folder in the appropriate location in the Publications Unit.

Section 13: Companion Guides Update Procedures

Overview

Companion guides contain interchange control structure and transaction specifications information. The companion guide update process focuses on producing both pre-released and production versions, which are accessible from Project Workbook at:

http://www.indianamedicaid.com/ihcp/TradingPartner/tp_companion_guides.asp

Either update process begins with the requester completing and distributing the following *Companion Guide Update Request* form:

Indiana*AIM*

Companion Guide Update Request

<table>
<tr><td colspan="7">REQUESTER NAME:</td><td colspan="5">DATE: ____/______/_____</td></tr>
<tr><td colspan="12">CO NUMBER(S) FOR THIS UPDATE:</td></tr>
<tr><td colspan="3">PRODUCTION UPDATE: ☐</td><td colspan="3">PRODUCTION UPDATE DATE: ____/______/_____</td><td colspan="3">PRE-RELEASE UPDATE: ☐</td><td colspan="3">PRE-RELEASE UPDATE DATE: ____/______/_____</td></tr>
<tr><td colspan="12">EXPECTED/REQUESTED DATE OF PROMOTION OF COMPANION GUIDE TO WEB SITE: ____/______/_____</td></tr>
<tr><td colspan="12">ISSUE/PROBLEM/OPPORTUNITY DESCRIPTION:</td></tr>
<tr><td colspan="12">ATTACHMENTS:</td></tr>
<tr><td colspan="12">AFFECTED COMPANION GUIDE(S): (Identify which guide(s) will be updated)</td></tr>
<tr><td colspan="4">BUSINESS TEAM SIGNATURE:</td><td colspan="4">TRANSACTION LEAD SIGNATURE:</td><td colspan="4">SYSTEMS TRANSLATOR SIGNATURE:</td></tr>
<tr><td colspan="4">DATE: ____/______/_____</td><td colspan="4">DATE: ____/______/_____</td><td colspan="4">DATE: ____/______/_____</td></tr>
</table>

General Information

Table 13.1 presents the overview of the companion guide update process.

Table 13.1 –Updates to IHCP Companion Guides

Process Overview	Documenting changes to IHCP companion guides resulting from system changes or change orders (COs)
Time Impact of New Process	Changes to companion guides resulting from COs as needed.
Communication Plan	Internal documents – *Indiana*AIM *Companion Guide Update Request*
Drive Mapping Directories	P: drive mapped as follows: *\\usidsxixpwb002.mm.inxix.sod.eds.com\pwb-data* L: drive mapped as follows: *\\usidsxixpwb002.mm.inxix.sod.eds.com\departmental\publications\DMU\PWB\Companion Guides\Production/MS Word* *\\usidsxixpwb002.mm.inxix.sod.eds.com\departmental\publications\DMU\PWB\Companion Guides\Production/PDF* *USIDDXIX002.mm.inxix.sod.eds.com\departmental\publications\DMU\PWB\Companion Guides\Pre-Release/MS Word* *USIDDXIX002.mm.inxix.sod.eds.com\departmental\publications\DMU\PWB\Companion Guides\Pre-Release/PDF*
Project Work Book Web Site	http://pwb.mm.inxix.sod.eds.com

Detail Information

Table 13.2 presents details of the steps and who performs each step of the companion guide update process.

Table 13.2 – Updates to IHCP Companion Guides

Step	Performed By	Step Description
1	Originator and project manager	Determine promotion time line of the requested companion guide change and posting date of the *What's New* documents to the EDI Solutions Web page. Coordinate with EDI solutions team with any changes or updates to *What's New for Providers, What's New for Vendors*, and *Pre-Release Companion Guides* links on the IHCP Web site. An originator can be a subject matter expert (SME), systems engineer (SE), or business team analyst. Retrieve CG update templates at the following location: http://pwb.mm.inxix.sod.eds.com/administrative Click **Home** Click **SLC Forms** (right side) Scroll to **Analyze** Click **Companion guide update request form** Click **EDI Web Site Provider Impact** Click **EDI Web Site Vendor Impact** Retrieve a current copy of the companion guide or guides requiring modification at the following location: http://pwb.mm.inxix.sod.eds.com/publications/ Click **Pre-Release Companion Guide – MS Word**
2	Originator	Update the following templates with companion guide change specifications: *Companion Guide Update Request* *EDI Web Site Provider Impact* *EDI Web Site Vendor Impact* When updates are complete, rename the drafts with an appropriate file name and save them on the P: drive at */<Functional Group>/Change Orders/<CO#>/Bypass*.
3	Originator	Notify the review team that the documents listed in step 2 are ready for review. The review team can consist of the SE, translator lead, business team analyst, and companion guide coordinator.
4	Review team	Provide appropriate input, verify accuracy of the documents, and make any necessary changes or updates. Notify originator when review is complete.
5	Originator	Schedule walk-through (detailed requirements, analyze phase) and include translator lead, SE, business team analyst, and companion guide coordinator. Analyze and modify any final revisions. When the walk-through and any revisions are complete, the documentation must be signed by the translator lead, SE, and business team analyst.
6	Companion guide coordinator	Review and approve the documents and save them in project work book on the P: drive at */<Functional Group>/Change Orders/<CO#>/13 Documents & Training.*

Table 13.2 – Updates to IHCP Companion Guides

Step	Performed By	Step Description
7	Companion guide coordinator	Generate and add the pre-release cover page to the appropriate companion guide. Notify Publications that the companion guide is ready for changes to be incorporated. Companion guide changes related to COs are posted to the IHCP Web site in the appropriate area. The pre-release guide page stays on the pre-release companion guide until implementation date.
8	Publications	Update appropriate companion guide with requested CO updates. Edit and format companion guide with appropriate version number and release date. Complete other editing and formatting tasks as necessary. Draft copy is saved on the L: drive at *\publications\DMU\PWB\Companion Guides\Pre-Release for publication to the Web Site.* Update *What's New* documents as indicated. Send copy of companion guide, *What's New for Provider*, and *What's new for Vendors* to companion guide coordinator for final review and approval.
9	Companion guide coordinator	Distribute documents to review team for final review and approval. Documents are automatically approved if no comments received prior to the deadline. Notify Publications of location of final documents.
10	Publications	Create PDF version of companion guides. Notify Web team of upcoming promotion and communicate appropriate location of documents on the Web site. Companion guide changes related to COs are posted to the pre-release IHCP companion guides page. The pre-release guide stays on the pre-release page until the CO implementation date. Multiple pre-release guides may exist and are identified by the release date. *What's New* documents are posted to the *EDI Solutions*, *What's New for Providers*, and *What's new for Vendors* pages on the Web site.
11	Web team	Promote documentation to test site for review. Notify review team of availability of documents on test site for review. If no comments are received prior to the review deadline, the documents are promoted to production.
12	Project manager	Communicate removal dates of pre-release cover pages to Publications. Update *What's New* documents with implementation dates as indicated.
13	Publications	Remove pre-release cover page, and notifies Web team of availability of new document for promotion to the Web site.
14	Web team	Promote the approved document to production and remove it from the pre-release area on the Web site. Promotions to the Web site occur on Tuesdays and Thursdays.

Appendix A: Forms

Forms Naming Conventions

Each form used in Publications processes outlined in this manual has a unique name. The name of the form is eight characters in length, and the name depends on the use of the form. Table A.1 defines the positions of the form name.

Table A.1 – Forms Naming Conventions

Position	Description
1 through 3	**PUB**–indicates the form belongs to Publications
4 through 7	Form sequence number, beginning at **0001**
8	Form type *Valid form types are:* **A** Approval **G** General use **P** Project Management **R** Request

Examples: **PUB0001A** is the first form defined in the approval (**A**) form category.

PUB0003G is the third form defined in the general (**G**) form category.

PUB0006R is the sixth form defined in the request (**R**) form category

Forms Cross-Reference

There are several forms used in the processes outlined in the Publications Standards and Procedures Manual. Table A.2 shows the forms and the processes using the forms.

Table A.2 – Publications Forms Cross-Reference

Form Name	Form Number	Banner Page	Bulletin	Manual
Document Approval	PUB0001A			x
Document Transmittal Form	PUB0002A			x
Project Requirements	PUB0001G PUB0007G	x	x	x
Writing Checklist	PUB0003G	x	x	x
Publications Print Request Form	PUB0001R/PUB-80	x	x	x

Approval Forms

The following pages include copies of all approval forms used by Publications along with a corresponding table describing each field on the form. A legend is provided below describing each of the fields on the accompanying tables.

Table A.3 – Table Legend

Column Heading Name	Description
Field Name	Lists the name of each field on the form.
R/O	R represents if the field is required to be completed. O represents if the field is optional.
Field Description	Describes the Field Name
Assigned Responsibility	Lists the person responsible for completing the particular field on the form.

Document Approval (PUB0001A)

Publications uses the *Document Approval* form (PUB0001A) for approval of all manuals the Publications team creates or updates.

Figure A.1 shows an example of the *Document Approval* form (PUB0001A), and Table A.4 explains the fields on the form.

Publications Unit

DOCUMENT APPROVAL

To: ____________________

From: ____________________

Date:

Project Information

Project name ________________ Project leader ________________

Technical writer ________________ Due date ________________

Purpose of this review: This is a review of a new or a revised document. Please review and validate th information in the attached draft. Once your review is complete, please mark the appropriate checkbox below and sign this sheet. Return this approval with any changes clearly marked in the document.

- ☐ Multiple changes must be made to this document. Please make corrections and send me an additional draft for review.
- ☐ I would like to see the document once my changes have been made. Please send me a final document for review.
- ☐ This document is approved. Once changes have been made this document can be sent through the formal review process.

Changes/Comments ____________________

Return this document with comments and signature to the project leader/technical writer by the due date above. Failure to return by the due date could delay publication of this document.

Reviewer ____________________ Date ________

Extension ________________

Figure A.1 – Example of Document Approval form (PUB0001A)

Table A.4 – Document Approval Form (PUB0001A) Description

Field Name	R/O	Field Description	Assigned Responsibility
To	R	This text field is the name of the reviewer.	Project leader
From	R	This text field is the name of the Publications project leader.	Project leader
Date	R	This text field is the date–in mm/dd/ccyy format–the Publications project leader sent the approval.	Project leader
Project Information section			
Project name	R	This text field is the name assigned to the project by the Publications team lead on the *Project Requirements* form (PUB0001G).	Project leader
Project leader	R	This text field is the name of the Publications project leader.	Project leader
Technical writer	R	This text field is the name of the Publications technical writer. *This entry can be the same as the* Project Leader *entry.*	Project leader
Due date	R	This is the date the approval is due back from the reviewer.	Project leader
Purpose of the Review section			
Checkbox Multiple changes must be made to this document. Please make corrections and send me an additional draft for review.	O	This box is checked if the reviewer made changes to the document and requests an additional review after the writer makes the changes.	SME
Checkbox I would like to see the document once my changes have been made. Please send me a final document for review.	O	This box is checked if the reviewer made changes to the document and wants only a final copy of the document for his or her records.	SME

Table A.4 – Document Approval Form (PUB0001A) Description

Field Name	R/O	Field Description	Assigned Responsibility
Checkbox This document is approved. Once changes have been made this document can be sent through the formal review process.	O	This box is checked if the reviewer made changes to the document and is finished with the review. If this box is checked, the document is next sent to the OMPP.	SME
Changes/Comments	O	This text field allows the reviewer to make comments during the review process.	Reviewer
Reviewer	R	This text field is the signature of the SME, which indicates approval of the document.	SME
Date	R	This text field is the date–in mm/dd/ccyy format–the SME approved the document.	SME
Extension	R	This text field is the telephone extension where the reviewer can be reached.	SME

Document Transmittal Form (PUB0002A)

Publications uses the *Document Transmittal Form* (PUB0002A) for approval of all library manuals by the OMPP.

Figure A.2 shows an example of the *Document Transmittal Form* (PUB0002A), and Table A.5 explains the fields on the form.

Publications Unit

EDS **D O C U M E N T T R A N S M I T T A L F O R M**

Document name ____________________

Library number ____________________

To ____________________

From ____________________

Date ____________________

Tracking number ____________________

Please respond by (date) ____________________

Document type

☐ Manual

☐ Entire document attached

☐ Revised pages only attached

☐ Bulletin

Document status

☐ Draft Version ____________________

☐ Final

Document Coordinations

This document has been reviewed by the following (name/org) ____________________

Please select one:

☐ Comments attached

☐ Comments incorporated ____________________

☐ If comments are not attached or incorporated, please specify why ____________________

OMPP COMPLETION ONLY

☐ Please make noted corrections and resubmit a revised draft for review.

☐ Please make noted corrections and submit a final document to the OMPP. The document will be considered approved after all corrections have been incorporated.

☐ This document is approved.

☐ The OMPP waives the right to review and approve this document.

☐ Please obtain comments from ____________________ and submit to the OMPP for review by:

Additional comments

____________________ ____________________

State reviewer's signature Date

Figure A.2 – Example of Document Transmittal Form (PUB0002A)

Table A.5 – Document Transmittal Form (PUB0002A) Description

Field Name	R/O	Field Description	Assigned Responsibility
Project Information section			
Document name	R	This text field is the name assigned to the project by the Publications team lead on the *Project Requirements* form (PUB0001G).	Project leader
Library number	R	This text field is the Library number of the document as shown in the Document Management System.	Project leader
To	R	This text field is the name of the State contact.	Project leader
From	R	This text field is the name of the Publications project leader.	Project leader
Date	R	This text field is the date the form is sent.	Project leader
Tracking number	R	This text field is the tracking number assigned to the form being sent to the State. A tracking number accompanies all letters sent to the State.	Project leader
Please respond by (date)	R	This text field is the date–in mm/dd/yyyy format–the technical writer requests the document to be returned to Publications from the State reviewer.	Project leader
Document type: Manual	R	This checkbox confirms the document is a manual	Project leader
Document type: Manual Entire document attached	R	This checkbox confirms the entire manual is attached to the form	Project leader
Document type: Manual Revised pages only attached	R	This checkbox confirms only the revised pages from a previous State review are attached to the form	Project leader
Document type: Bulletin	R	This checkbox confirms the document is a bulletin	Project leader

Table A.5 – Document Transmittal Form (PUB0002A) Description

Field Name	R/O	Field Description	Assigned Responsibility
Document status: Draft	R	This checkbox confirms the document is a draft version for review.	Project leader
Document status: Version	R	This text field describes the version number of the draft document for review.	Project leader
Document status: Final	R	This checkbox confirms the document is the final document for review.	Project leader
Document Coordinations section			
This document has been reviewed by the following (name/org)	R	This text field is the SME names and respective departments/ organizations that have reviewed the document prior to sending it to the State for review.	Project leader
Please select one: Comments attached	R	This checkbox confirms the comments from the previous reviews by the State, HCE, ACS, or EDS are attached for the State's review.	Project leader
Please select one: Comments incorporated	R	This checkbox confirms the comments from the previous reviews by the State, HCE, ACS, or EDS have been included in the document.	Project leader
Please select one: If comments are not attached or incorporated, please specify why:	R	This checkbox and text field explains the reason why comments from previous reviews by the State, HCE, ACS, or EDS are attached or incorporated.	Project leader
OMPP Completion Only section			
Please make noted corrections and resubmit a revised draft for review	O	This checkbox confirms the State has reviewed the document and Publications must submit an additional draft for State review.	State reviewer
Please make noted corrections and submit a final document.	O	This checkbox confirms the State has reviewed the document and Publications makes the changes and submits the document for the Library.	State reviewer

Table A.5 – Document Transmittal Form (PUB0002A) Description

Field Name	R/O	Field Description	Assigned Responsibility
The document is approved.	O	This checkbox confirms the State has approved the document as is and Publications can submit the document for the Library.	State reviewer
The OMPP waives the right to review and approve the document.	O	This checkbox confirms the State reviewer has waived his/her right to review the document and Publications can submit the document for the Library.	State reviewer
Please obtain comments from________ and submit to the OMPP for review by:	O	This checkbox confirms the State has requested comments from the designated SME be added to the document. Publications makes changes and provides an additional document for the State to review by the State's designated date.	State reviewer
Additional Comments	O	This text field is for additional comments concerning the State review of the document.	State reviewer
State reviewer's signature	R	This text field is the signature of the State reviewer, which indicates approval of the document.	State reviewer
Date	R	This text field is the date–in mm/dd/yyyy format–the State reviewer approved the draft development document.	State reviewer

General Forms

Project Requirements (PUB0001G and PUB0007G)

The *Project Requirements* form (PUB0007G) defines the requirements for manuals and other documents (PUB0007G) from Publications. Each project is based on the requirements defined on one of these forms.

Figure A.3 shows an example of the first page of the *Request for Bulletin, Newsletter and Banner Page Articles* form (PUB0001G) and Table A.6 explains the fields on the form.

Publications Unit

EDS REQUEST FOR BULLETIN, NEWSLETTER, AND BANNER ARTICLES

*Publications reviews articles for grammar and style according to government plain language and the AP Style Guide. The **content** is not changed. Please ensure directors approve requested information.

Originator Information

Originator/Subject-matter expert (SME) ____ Originator contact number ( ) ____

Originator organization ☐ ACS ☐ EDS ☐ HCE ☐ State ☐ Other (describe) ____

Originator department ____

Originator's backup ____ Contact number ( ) ____

Director ____ Contact Number ( ) ____

General Information

Request de scri pti on ____

Due date ____

Does the information contained in the request update information in the **provider manual?** ☐ Yes ☐ No

If Yes, indicate the chapters and page numbers ____

Final document delivery methods (check all that apply)

☐ Electronic mail ☐ Mail ☐ Paper ☐ Web ☐ Other (describe) ____

Where is the appropriate location for the article on the Web? ____

Deliver to ____

Who is the intended audience? (Please indicate provider type and specialty)

____

For what type of document is the information being submitted? ☐Bulletin ☐Newsletter ☐Banner Page ☐ Other

Does this article have OMPP approval ☐ No ☐ Yes If yes, who at OMPP approved? ____

What is the subject of the article? ____

What is the effective date of information contained in the article? ____

Does this article have requirements for advanced notification? ☐ No ☐ Yes If yes, how many days? ____

Does article need translated? ☐ No ☐ Yes Who will do translation? ____

Target Publication If the article is for the banner page, how long

Figure A.3 – Example of Request for Bulletin, Newsletter, and Banner Articles

Table A.6 – Request for Bulletin, Newsletter, and Banner Articles (PUB0001G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Originator Information			
Originator/Subject Matter Expert	R	Fill in the name of the person requesting the article	Originator
Originator Contact Number	R	List the telephone number where the originator can be reached in case of questions	Originator
Originator Organization	R	Check the appropriate organization of the originator	Originator
Originator Department and Contact number	R	List the department where the originator reports and telephone to reach that person in case of questions.	Originator
Originator’s backup and Contact number	R	List a backup and the contact number for the information submitted in case of questions in the originator’s absence	Originator
Director and Contact number	O	Fill in the name of the originator’s Director and a telephone number where the director can be reached.	Originator
General Information			
Request description	R	Write a title or some other descriptor for the article submitted	Originator
Due date	R	This space lists the first date an article should appear in the newsletter or banner page, or a projected date for a bulletin	Originator
Does the information in this request update information in the provider manual?	R	Mark Yes or No whichever is appropriate	Originator
If Yes, indicate the chapters and page numbers	R	If the article affects the provider manual write the chapters and appropriate page numbers for the information	Originator
Final document delivery methods	O	If the originator wants a copy of the finished product, how is that document to be delivered	Originator

(Continued)

Table A.6 – Request for Bulletin, Newsletter, and Banner Articles (PUB0001G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Where is the appropriate location for the article on the Web?	O	List where the article should appear on the Indiana Medicaid Web site, if known	Originator
Deliver to	R	List the person to whom the finished document should be delivered	Originator
Who is the intended audience?	R	List the provider specialty or types the article should be directed to	Originator
For what type of document is the information being submitted?	R	Check the appropriate box for the article submitted	Originator
Does this article have OMPP approval? If yes, who at the OMPP approved?	R	Check either yes or no. If yes, list the name of the person at the OMPP who gave their approval for the article.	Originator
What is the subject of the article?	R	Please list the subject of the article	Originator
What is the effective date of the information contained in the article?	O	Fill in the effective date, if any, for the information contained in the article	Originator
Does this article have requirements for advanced notification?	O	If the information is a rule change or something else that requires a certain number of days notification, indicate that notification here	Originator
Does this article need translation?	O	If a member article is to be translated to Spanish, indicate that here and list the organization that will translate	Originator
Target publication date	O	If a certain publication date is known, indicate that here. If the article is for the banner page, indicate how many weeks the article should run	Originator

(Continued)

Table A.6 – Request for Bulletin, Newsletter, and Banner Articles (PUB0001G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Please list departments, and provider associations that have reviewed and approved the content.	O	If others have approved the content of the article, indicate those names here	Originator
Additional comments	O	If additional information is needed, put that information here	Originator
Signatures			
Originator	R	Sign and date the day the article is sent to Publications, or send appropriate information by e-mail	Originator
Publications	R	Sign and date when received	Technical Writer
Director Signature	O	Either have the director sign a hard copy of the form or send the appropriate e-mail to Publications with approval for the article submitted	Originator

Publications Unit

EDS PROJECT REQUIREMENTS FOR MANUALS AND OTHER DOCUMENTS

Project Information

Project description ____________________

Project due date ____________________

☐ New ☐ Existing (DMS document name, if existing) ____________________

☐ Manual ☐ Other (describe) ____________________ Estimated pages ________

Document delivery methods (check all that apply)

☐ Electronic mail ☐ Mail ☐ Paper ☐ Web ☐ Other (describe) ____________________

Deliver to ____________________

Originator-supplied information and materials? ☐ Yes ☐ No

If Yes, describe ____________________

Originator-supplied naming conventions? ☐ Yes ☐ No

If Yes, describe ____________________

Microsoft® Word 2000 document? ☐ Yes ☐ No

If No, describe the software ____________________

Additional comments ____________________

Originator Information

Originator ____________________ Originator contact number ( )

Originator organization ☐ EDS ☐ HCE ☐ State ☐ Other (describe) ____________________

Originator department ____________________

Originator's backup ____________________ Contact number ( )

Subject-matter expert (SME) ____________________ Contact number ( )

When is the originator not available? ____________________

Document Elements

Check each item that is applicable to the project

☐ Appendices	☐ Cover page	☐ Index
☐ Binder cover/spine	☐ Figures	☐ Table of contents
☐ Copyright page	☐ Glossary	☐ Tables

Form Number: PUB0007G/PUB-85 *Page 1 of 2*
Revision Date: May 2002

Figure A.4 – Example of Project Requirements for Manuals (PUB00007G)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	**R/O**	**Field Description**	**Assigned Responsibility**
Project Information			
Project description	R	This text is a brief description of the project	Project leader
Project due date	R	This text field is the date – in mm/dd/yy format – the project is due, with any explanations concerning the date.	Project leader
New/Existing	R	These check boxes indicate the document type. *Only one check box can be selected.*	Project leader
(DMS document name, if existing)	R	This text field is required if the *Existing* check box is selected, and indicates the DMS document name of the document if it is stored in the DMS.	Project leader
Manual/Other (describe)	R	These check boxes indicate the requested document type. If the *Other* check box is selected, give a brief description of the other type of document.	Project leader
Estimated pages	R	This text field indicates the estimated number of pages for the final production document.	Project leader
Document delivery methods (check all that apply) Electronic mail/Mail/Paper/Web/Other (describe)	R	These check boxes indicate how the final document is to be delivered. Multiple check boxes can be selected, but a minimum of one check box must be selected. If the *Other* check box is selected, describe the other delivery method for the final document.	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Deliver to	R	This text field is the name and delivery location for the person receiving the final document.	Project leader
Originator-supplied information and materials Yes/No	R	These check boxes indicate if the originator is supplying additional materials with this form. *Only one check box can be selected. If the* Yes *check box is selected, then the information must also be logged on the* Originator-Supplied Information Log *form (PUB0002G).*	Project leader
If Yes, describe	R	This text field is required if the *Yes* checkbox is selected, and describes the materials the originator is submitting with this form.	Project leader
Originator-supplied naming conventions Yes/No	R	These check boxes indicate if the originator is providing naming conventions with this form. *Only one check box can be selected.*	Project leader
If Yes, describe	R	This text field is required if the *Yes* checkbox is selected, and describes the naming conventions the originator is submitting with this form.	Project leader
Microsoft Word 2000 document Yes/No	R	These check boxes indicate if the document is to be created using Microsoft Word 2000. *Only one check box can be selected.*	Project leader
If No, describe the software	R	This text field is required if the *No* checkbox is selected, and describes the software that is required for the development of the document.	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Additional comments	O	This text field is for additional comments concerning the *Project Information* section.	Project team member
Originator Information section			
Originator	R	This text field is the name of the originator of this request.	SME
Originator contact number	R	This text field is the main contact number–entered in (xxx) xxx-xxxx format–for the originator. *The contact number must include the area code.*	SME
Originator organization EDS/HCE/ACS/State/Other	R	These check boxes indicate the organization the originator represents. *A maximum of one check box can be selected.*	Project leader
(describe)	R	This text field is required if the *Other* check box is selected, and describes the *Other* organization for the originator.	Project leader
Originator department	R	This text field is the department the originator represents.	Project leader
Originator’s backup	R	This text field is the name of the person who will be responsible for the document when the originator is not available.	Project leader
Contact number	R	This text field is the main contact number–entered in (xxx) xxx-xxxx format–for the originator’s backup. *The contact number must include the area code.*	Project leader
Subject matter expert (SME)	R	This text field is the name of the primary SME for the project.	SME

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Contact number	R	This text field is the main contact number–entered in (xxx) xxx-xxxx format–for the primary SME. *The contact number must include the area code.*	SME
When is the originator not available? (PUB0007G only)	R	This text field indicates the times and dates the originator will not be available to the Publications team (that is, vacations, meetings, and seminars).	SME
Document Elements section			
Appendices	O	This check box indicates that one or more appendices will be required in the final document.	Project leader
Binder cover/spine (PUB0007G only)	O	This check box indicates the final document will be put in a binder, and the binder will have a cover page on the front of the binder and a document description on the spine of the binder.	Project leader
Copyright page (PUB0007G only)	O	This check box indicates a copyright page is required in the final document.	Project leader
Cover page (PUB0007G only)	O	This check box indicates a cover page is required for the final document.	Project leader
Figures	O	This check box indicates figures will be required for the final document.	Project leader
Glossary	O	This check box indicates a glossary of terms will be required for the final document. *Terms in this glossary will only be terms not already defined in the* Style and Usage: A Writing Style Guide (QMDM10000) *glossary.*	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Index	O	This check box indicates an index will be required for the final document.	Project leader
Table of contents	O	This check box indicates a Table of Contents will be required for the final document.	Project leader
Tables	O	This check box indicates tables will be required for the final document.	Project leader
Graphics Elements section			
Graphs or charts	O	This check box indicates graphs or charts will be required for the final document.	SME
Originator-supplied graphics	O	This check box indicates the originator will supply graphics required for the final document.	SME
Screen prints	O	This check box indicates software or application screen prints will be required for the final document.	SME
Other	O	This check box indicates other types of graphics–such as scanned images–will be required for the final document.	SME
(describe)	R	This text field is required if the *Other* check box is selected, and describes the type of graphics and the locations of the graphics provided for the final document.	SME
Document Design Requirements section (PUB0007G only)			
Publications design / Originator design	R	These check boxes determine who will provide the design for the final document. *One or both boxes can be selected.*	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Page size	O	This text field indicates the printed page size of the pages within the document. *If there is no entry in this field, the page size will be 8 1/2 by 11 inches.*	Project leader
Binding	O	This text field indicates type of binding for the final document—such as three-ring binder or spiral binding.	Project leader
Single sided or Double sided	R	These check boxes determine if the printed material in the document will be on one side of the paper or both. *Only one check box can be selected.*	Project leader
Tab separators Yes / No	O	These check boxes determine if sections or chapters in the final document will be separated with tab sheets. *Only one check box can be selected.*	Project leader
Cover page text	R	This text field is required if the *Cover page* check box is selected in the *Document Elements* section on this form, and indicates the text that will be the main heading on the cover page.	Project leader
Footer text (line 1)	R	This text field indicates the text that will be in the first line (top line) of the footer on each page of the document. *If no text will be in the document footers–including page numbers–enter* **none** *in this field.*	Project leader
(line 2)	O	This text field indicates the text in the second line of the footer on each page of the document.	Project leader

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
(line 3)	O	This text field indicates the text in the third line of the footer on each page of the document.	Project leader
Additional comments	O	This text field is for additional comments concerning the *Document Design Requirements* section.	Project team member
Project Support Material section			
Project-specific conventions or standards	O	This check box indicates there are conventions or standards specific to the project.	Project leader
Describe	R	This text field is required if the *Project-specific conventions or standards* check box is selected, and describes the project-specific conventions or standards that are part of the project.	Project leader
Copyrighted material	O	This check box indicates there is copyrighted material that must be included in the project.	Project leader
Describe	R	This text field is required if the *Copyrighted material* check box is selected, and describes the copyrighted material that must be included in the project.	Project leader
Bibliography or other reference for the material Yes/No/not applicable	R	A selection of one of these check boxes is required if the *Copyrighted material* check box is selected, and indicates if there is a bibliography or other references for the copyrighted material. *Only one check box can be selected.*	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Written permission obtained for the material Yes/No/not applicable	R	A selection of one these check boxes is required if the *Copyrighted material* check box is selected, and indicates if there is a requirement to get written permission in order to use the copyrighted material. *Only one check box can be selected.*	Project leader
Other source content	O	This check box indicates there are other sources for material that must be included in the project.	Project leader
Describe	R	This text field is required if the *Other source content* check box is selected, and describes the other source content that must be included in the project.	Project leader
Source content can be edited and reworded Yes/No/not applicable	R	A selection of one of these check boxes is required if the *Other source content* check box is selected, and indicates if the source content provided can be modified. *Only one check box can be selected.*	Project leader
Trademark information (excluding EDS)	O	This check box indicates there are other trademarks that must be referenced in the project.	Project leader
Describe	R	This text field is required if the *Trademark information (excluding EDS)* check box is selected, and describes the trademark information that must be included in the project.	Project leader

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
		Signatures section	
Originator	R	This text field is the signature of the originator, which indicates approval of the project requirements.	SME
Date	R	This text field is the date–in mm/dd/yyyy format–the originator signed this form.	SME
Publications supervisor	R	This text field is the signature of the Publications supervisor, which indicates approval of the project requirements.	Publications team lead
Date	R	This text field is the date–in mm/dd/yyyy format–the Publications team lead signed this form.	Publications team lead
		Publications Use Only section	
Document request number	R	This text field is a sequential tracking number assigned by the Publications team lead. *This number is used as a reference number throughout the document's life cycle.*	Publications team lead
Date	R	This text field is the date–in *mm/dd/yyyy* format–the Publications team lead assigned the *Document request number*.	Publications team lead
Project number	R	This text field is a sequential tracking number assigned by the Publications team lead.	Publications team lead
Library number	R	This text field is a State document number assigned by the Publications team lead.	Publications team lead
Project name	R	This text field is the name of the project assigned by the Publications team lead	Publications team lead

(Continued)

Table A.7 – Project Requirements For Manuals (PUB00007G) Description

Field Name	R/O	Field Description	Assigned Responsibility
Assigned to	R	This text field is the name of the Publications project leader assigned to the project by the Publications team lead.	Publications team lead
Date	R	This text field is the date–in *mm/dd/yyyy* format–the Publications team lead assigned the project to the Publications project leader.	Publications team lead

Writing Checklist (PUB0003G)

The technical writer uses the *Writing Checklist* form (PUB0003G) When the peer review is complete using the checklist as a guide, the technical writer ensures the content of the document is grammatically accurate, and the correct styles are used for the content format, the reviewing technical writer returns the draft document with this form to the project leader.

Figure A.5 shows an example of the first page of the *Writing Checklist* form (PUB0003G), and Table A.7 explains the fields on the form.

Publications Unit

W R I T I N G   C H E C K L I S T

Project Information

Project name ______________________ Project leader ______________________

Peer Reviewer ______________________

Peer signature ______________________ Review date ______________

Note: Draw a line through items that are not applicable to this project.

Check the applicable boxes below.

Structure

Page numbering is sequential

1. All document sections begin with page 1
2. Page numbers in footers include section number

The pagination is odd/even in footers, if appropriate (check *Project Requirements*)

The footers contain appropriate document information

1. Library Reference number is correct and matches Revision History information
2. Revision date includes correct month and year
3. Version number is correct and matches Revision History information

Copyright page includes trademark information, and copyright dates and other information are correct (including CPT and CDT copyright information)

The table of contents (TOC) pages are verified for the following:

1. TOC begins on page iv (one-sided) or v (double-sided). If additional material is inserted between the copyright page and the TOC, page numbering is sequential.
2. If the document is divided into sections, the section number is inserted before each page number in the footer
3. If the document is divided into sections, all sections (including appendices, glossary, and index) are accounted for in the TOC
4. Page numbers are checked for accuracy (including figure and table TOCs, if they are included)
5. If appropriate, figures and tables are listed in the TOC, preceded by the titles, *Figures* or *Tables*, centered and in italic above the figure or table TOC entries
6. Irregular breaks in the TOC pagination are corrected

For headings, if the document is single-sided, the document name in the heading is on the left and the section or chapter title on the right

For headings, if the document is double-sided, the document name in the heading is on the left and the section or chapter title on the right for even-numbered pages. For odd pages, see previous item

The section title is at the right margin of the header with a space between the section number and the title

Sections and subsections have the appropriate introductions, summaries, and transitions

Numbering, alphabetical, or numerical sequences are correct and consistent

Figure A.5 – Example of *Writing Checklist* form (PUB0003G)

Table A.8 – Writing Checklist Sign-off Form (PUB0003G) Description

Field Name	R/O	Field Description	Assigned Responsibility
		Project Information section	
Project name	R	This text field is the name assigned to the project by the Publications team lead on the *Project Requirements* form (PUB0001G).	Project leader
Project leader	R	This text field is the name of the Publications project leader in charge of the project.	Project leader
Technical writer	R	This text field is the name of the technical writer. *This entry can be the same as the* Project Leader *entry.*	Project leader
Peer signature	R	This text field is the signature of the peer that completes the review.	Technical writer
Review date	R	This text field is the date–in *mm/dd/yyyy* format–the peer reviews the project with this form.	Technical writer
		Structure section	
Structure Format Checklist	R	These items ensure the document has passed the subsequent checks of this section. Each line in this section must be completed, unless a line has been drawn through it indicating it is not applicable to this project.	Technical writer

Request Forms

Publications Print Request Form

The technical writer uses the *Operations Request Form* to request services from the EDS Operations staff. This form should be attached to the e-mail message notifying Operations of a print job.

Figure A.7 shows an example of the *Operations Request Form* and Table A.9 explains the fields on the form.

Publications Unit

OPERATIONS REQUEST

Requestor Information

Request due date ______

Technical writer ______ Contact number ______

Technical writer's backup ______ Contact number ______

Request Description

Request description ______

Library number ______ Library document name ______

Document location ______ Number of pages: ______ Graphics ☐ Yes ☐ No

Delivery Method: ☐ Print ☐ Mail ☐ Electronic (CD) ☐ Other (describe) ______

Document Type: ☐ Bulletin ☐ Banner Page ☐ Manual ☐ Other (describe) ______

Send document to: ______

Additional comments: ______

Distribution

Please provide five copies to the publications technical writer (name) ______

Send ______ copies to originator (name) ______ ☐ EDS ☐ HCE ☐ State ☐ Other

Send ______ copies to originator (name) ______ ☐ EDS ☐ HCE ☐ State ☐ Other

Send ______ copies to originator (name) ______ ☐ EDS ☐ HCE ☐ State ☐ Other

Request Signature

Technical writer ______ Date ______

Approval Signature

Approved: ☐ Yes ☐ No Additional Comments: ______

Technical writer ______ Date ______

Operator ______ Date ______

Operations Use Only

Task	Completed by	Date	Time
Request received			
Document delivered			
Request returned to Publications technical writer			

Publications Use Only

Project leader signature ______ Date ______ Time ______

Figure A.7 – Example of the Operations Request Form

Table A.9 – Publications Print Request Form Description

Field Name	R/O	Field Description	Assigned Responsibility
		Requestor Information section	
Requestor due date	R	This text field is date the technical writer needs the document returned from Operations.	Project leader
Technical Writer	R	This text field is the name of the technical writer requesting the print job.	Project leader
Contact number	R	The telephone number where the technical writer can be reached for questions.	Project leader
Technical Writer's Backup	R	This text field is the name of another technical writer in case the originator is not available for questions.	Project leader
Contact number	R	The telephone number where the backup technical writer can be reached for questions.	Project leader
		Request Description	
Request Description	R	This text field is a description of the form being requested from Operations.	Project leader
Library Number	R	Library Reference Number for the document.	Project leader
Library Document Name	R	Name of the document as referred to in the library.	Project leader
Document location	R	Network path where the electronic file can be found.	Project leader
Number of pages	R	This is the total number of pages in the document being requested from Operations.	Project leader
Graphics	R	Mark Yes if the document contains any graphics. Mark No if it does not.	Project leader
Delivery method	R	Mark the appropriate box for Operations to return the document to the technical writer.	Project leader
Type of document	R	Mark the appropriate box for bulletin, banner page, newsletter, or other	Project leader
Send document to	R	Fill in the name of the person the document is to be returned to.	Project leader
Additional Comments	O	This space is for additional instructions, if any.	Project leader
		Distribution	
Delivery information	R	Fill in all spaces that apply for delivery of the finished document. If copies are sent outside EDS, mark the appropriate box and fill in the number of copies.	Project leader
		Request Signature	
Approved	R	Check the appropriate box for whether the edit copy of the document is approved or not.	Project leader
Additional comments	O	If appropriate fill in any additional information needed to complete the project.	Project leader
Technical writer	R	Fill in the name of the person approving the edit copy of the document.	Project leader
Date	R	Fill in the date the edit copy of the document was approved.	Project leader
Operator	R	The Operations Operator should sign that the edit copy has been approved.	Operations
Date	R	The date the Operator witnessed the approval of the document.	Operations

Appendix B: Appendix B: PDF Conversion

Converting Documents to PDF Format

This procedure identifies the steps required to convert a Microsoft Word document to Adobe portable document format (PDF).

1. Open the document to be converted in its original application.
2. Click **Acrobat** from the standard toolbar. Click **Convert to Adobe PDF** from the drop-down menu.
3. Adobe starts the conversion to PDF.
4. When the conversion is complete, click **File** from the standard toolbar.
5. Click **Save As** from the drop-down menu and save the document to the proper location.

Add Metadata to Banner Pages and Bulletins

Metadata for bulletins

1. Complete the bulletin or banner page Microsoft Access® database.
   - Click **My Computer**. The path to the database is: **I:/repository/bulletin/database**
2. For bulletins, double-click on the last bulletin added to the database.
3. Highlight the information in the *Path of Document* field and right click the mouse.
4. Click **Copy**.
5. Close the window.
6. Click **New Document**
7. Place the cursor in the *Path of Document* field and right click the mouse
8. Click **Paste** to copy the proper path for the document. Change the bulletin number to the current bulletin number.
9. Type the information in the *Document ID* and *Type of Document* fields.
10. Type the subject and description of the bulletin in the *Title of Document* field. This field holds 250 characters.
11. Complete *Date of Document* and *Provider Type* fields.
12. Highlight the information in the *Type of Document/Description* field.
13. Right-click the mouse and click **Copy**. Close the window.
14. Create the PDF file from the Word document following the instructions in the *Converting Documents to PDF Format* above.
15. Click **File** on the main toolbar.
16. Click **Document Properties/Summary**.
17. Type the number and date of the bulletin in the *Title* field.
18. Place the cursor in the *Subject* field and right click the mouse.
19. Click **Paste**. The description from the Access database for the bulletin will populate the field.

20. Update the *Author* field with your identification.
21. Click **OK** and save the PDF file to the proper folder.

Metadata for Banner Page

1. Complete the banner page Microsoft Access® database.
2. Click **My Computer**. The path to the database is: **I:/repository/bulletin/database**
3. For banner pages, double click on the last banner page added to the database.
4. Highlight the information in the *Path of Document* and right click the mouse.
5. Click **Copy**.
6. Close the window.
7. Click **New Document**
8. Place the cursor in the *Path of Document* field and right click the mouse
9. Click **Paste** to copy the proper path for the document. Change the banner page number to the current banner page number.
10. Fill in the information in the *Document ID* and *Type of Document* fields.
11. Summarize, by keywords, the subjects of the banner page articles in the *Title of Document* field. This field holds 250 characters.
12. Complete *Date of Document* and *Provider Type* fields.
13. Highlight the information in the *Type of Document/Description* field.
14. Right-click the mouse and click **Copy**. Close the window.
15. Create the PDF file from the Word document following the instructions in the *Converting Documents to PDF Format* section above.
16. Click **File** on the standard toolbar.
17. Click **Document Properties/Summary**.
18. Type the number and date of the banner page in the *Title* field.
19. Place the cursor in the *Subject* field and right click the mouse.
20. Click **Paste**. The description from the Access database for the banner page will populate the field.
21. Update the *Author* field with your identification.
22. Click **OK** and save the PDF file to the proper folder.

Appendix C: Escalation Process

Internal Escalation

The Internal Escalation process is reserved for issues related to Publications. If a request from an internal source has not been returned within the allotted time, the internal escalation procedure is invoked. This procedure moves up to the next level in order to keep a project on schedule.

If a request is not returned within the required time, the escalation process is as follows:

1. The technical writer sends a note to the Publications project leader indicating the item delayed and the impact of the delay.
2. The Publications project leader attempts to resolve the issue with the person or team causing the delay. If the issue cannot be resolved, the Publications project leader forwards the note to the Publications Unit Coordinator.
3. The Publications Unit Coordinator attempts to resolve the issue with the person or team causing the delay. If the issue cannot be resolved, the Publications Unit Coordinator reserves the right to escalate to the management of the person or team involved.

External Escalation

The External Escalation Process is reserved for issues related to sources outside of Publications. If a request from an external source has not been returned within the allotted time, this process escalation procedure is invoked. This procedure moves up to the next level to keep a project on schedule.

1. The technical writer sends a note to the Publications project leader indicating the item delayed and the impact of the delay.
2. The Publications project leader attempts to resolve the issue with the person or team causing the delay. If the issue cannot be resolved, the Publications project leader forwards the note to the Publications Unit Coordinator, the State, the SME, and the SME manager.
3. The Publications Unit Coordinator attempts to resolve the issue with the person or team causing the delay. If the issue cannot be resolved, the Publications Unit Coordinator reserves the right to escalate to the management of the person or team involved. If there is no resolution at this stage, the Publications Unit Coordinator also reserves the right to table the project until the issue is resolved.

> *Note: Tabling a project means the Publications team is waiting to receive confirmation from another unit or department that the information being developed for the provider community is correct. For example, if a publication addressed to the provider community includes an effective date, the publications team lead may table the project until someone in the EDS unit confirms that the effective date can be met in the time frame specified in the publication.*

Appendix D: Project Folder Content

Project Folder

The project folder organizes documentation supplied for a project to increase the effectiveness of the project and contains technical outputs, project deliverables, and project-related communications and schedules. The project folder serves as a single source of information for the project, is centrally located, and is available to all project personnel as a reference for the project. The project folder also serves as a reference tool for future projects that have similar characteristics. The following sections are contained in the project folder:

- Contact information
- Correspondence
- Meeting notes
- Project plan
- Quality records
- Originator-supplied product

Contact Information

The *Contact Information* section of the project folder contains the contact descriptions for project team members. Contact information includes the following:

- Contact numbers, including cellular telephones, pagers, and telephones
- E-mail addresses
- Fax numbers
- Mail delivery addresses, including internal and external
- Organization charts

Correspondence

The *Correspondence* section of the project folder contains all recorded information related to the project. The following information is included in this section:

- Mail messages with instructions from the originator, HCE, ACS, Myers and Stauffer, LC, or the OMPP.
- Memos between members of the Publications team
- Memos to the originator: HCE, ACS, Myers and Stauffer, LC, or the OMPP.

Meeting Notes

The *Meeting Notes* section of the project folder contains any meeting minutes or notes related to the project. The following information is included in this section:

- Minutes from all Publications team meetings related to the project

- Minutes from all project meetings
- Minutes recorded when meeting with the originator, HCE, ACS, Myers and Stauffer, LC, or the OMPP.

Project Plan

The *Project Plan* section of the project folder contains project plans and schedules related to the project. The following information is included in this section:

- Project plan developed by the technical writer
- Project plans developed by members of the project team

Originator-Supplied Product

The *Originator-Supplied Product* section of the project folder contains materials submitted by the originator or SMEs to be used in the development of the document. The following originator-supplied materials are included in this section:

- Existing documents
- Memos that contain material used in the document
- Other material determined necessary for the development of the document

Appendix E: Publishing to the Web Site

Overview

There are three types of Web updates. Those three types are the following:

- Publication of banner pages, bulletins, newsletters, provider manuals, forms, and companion guides
- Changing or adding to information already published on the Indiana Medicaid Web site
- Adding new sections, headings, subcategories, or other new information on the IHCP Web site

The processes and procedures for each of these types of updates are different.

Publication of Banner Pages, Bulletins, Newsletter Articles, Provider Manuals, Forms, and Companion Guides

The Publications Unit is responsible for adding banner pages, bulletins, newsletters, provider manuals, and companion guides to the www.indianamedicaid.com Web site upon publication. All bulletins, banner pages, newsletters, provider manuals, and companion guides are published as Adobe portable document format (PDF) files. The Publications Unit must convert each of these documents to PDF and then work with the Systems Support Web team to load documents to the Web site. For instructions on converting documents to PDF, see *Appendix B: PDF Conversion*. The following subsections outline the steps for publishing these types of documents on the IHCP Web site.

Publishing Procedures

The Publications Unit converts banner pages, bulletins, newsletters, forms*, and provider manuals to PDF files and saves the documents at following locations:

- Banners: *I:\repository\bulletin\banners\BRYYYYXX*
- Bulletins: *I:\repository\bulletin\bulletins\BTYYYYXX*
- Newsletters: *I:\repository\bulletin\newsletter\NLYYYYXX*
- Forms: *I:\repository\bulletin\forms\Name of Form*
- Provider Manuals: *I:\repository\bulletin\Name of Manual*

Note: YYYY is the current year. ** Forms are published on the Web as both Microsoft Word and PDF files, unless otherwise noted.*

Microsoft Access Update

When publishing banner pages and bulletins, the Publications Unit must also update the Microsoft Access database file located at *I:\Repository\Bulletin\Database\bandb*. Instructions on updating the database are shown in the following steps:

1. Create the PDF document and place it in the following location:
   – Banners: *I:\Repository\bulletin\banners\BRYYYYXX*
   – Bulletins: *I:\Repository\bulletin\bulletins\BTYYYYXX*

2. Update the database in the following location: *I:\repository\Bulletin\Database\bandb.* In the database, select an existing bulletin or banner page, copy the information in the **Path of Document** field, and click **Add a Record.** Complete the following fields:
   – **Document ID** – Type the bulletin (**BTYYYYXX**) number or banner page (**BRYYYYXX**) number
   – **Type of Document –** Type either **bulletin** or **banner page**
   – **Title of Document/Description –** Type the information from the **Subject** line of a bulletin, or key words describing the articles contained in a banner page
   – **Path of Document** – Paste the information from the previous record and change the document number to correspond with the document being published
   – **Date on Document**
   – **Provider Type –** Type the information from the **To** line of a bulletin, or **All Providers** for banner pages

– After entering all of the required information in the database entry, click **Close**, and exit the database.

Initiate Web Update from Web Team

The final step in the Web publication process is to send an e-mail message to the Systems Support Web team. The e-mail should state that the banner page, bulletin, newsletter, form, provider manual, or companion guide is ready to be published. In the e-mail message, the Publications Unit lists the path where the documents can be found and item(s) being published so the System Support Web team can check that publishing was successful. The Publications Unit team member should also ask the Web team to notify him or her when the bulletin or banner page has been added to the IHCP Web site.

Changes or Additions to Information on the IHCP Web Site

The current process for initiating changes to existing pages on the IHCP Web site (www.indianamedicaid.com) is as follows:

- The subject matter expert (SME) submits a request in writing to the Publications Unit. The request must include the following information:
  – Identification of the page that requires the change
  – A description of the proposed changes
  – Deadline or timeline needed to publish updated information

- The Publications Unit drafts the changes in Microsoft Word, reviews the materials, and edits for grammar and style. Then, the Publications Unit team member will return a draft page to the SME for review and approval.

- When the SME approves the Web site change, the Publications Unit sends an e-mail to the appropriate contact on the System Support Web team and attaches the updated Microsoft Word file showing the changes that are being requested and a description of the requirements for the change.

- The System Support Web team will use the requirements to create the production support documentation for the change and promote the change to a test Web site.

- The System Support Web team will notify the Publications Unit when the change has been promoted to the test environment and provide a link for review. After the change has been reviewed, the production Web site will be updated on the following Tuesday or Thursday afternoon and the System Support Web team will e-mail Publications to confirm that the Web site update has occurred.

Addition of New Information to the IHCP Web Site

When a requestor requires new information to be added to the IHCP Web site, the requestor must submit a change order request. The process for submitting a change order is documented under the **Processes** tab in Project Workbook.

Appendix F: Project Workbook

Overview

Project Workbook is a Web-based communication tool used by the Indiana Title XIX Account. Project Workbook is comprised of subsections that represent different business units and important processes across the account. There is a subsection of Project Workbook for Publications. The Publications Unit is responsible for updating and maintaining the information in this area.

The Publications Unit may have any of the following types of updates to Project Workbook:

- Publications of banner pages, bulletins, newsletters, provider manuals, forms, and companion guides
- Publication of operating procedures manuals and systems documentation
- Changes or additions to the content of Project Workbook

Each of these types of changes follows different steps to completion. The following section outlines the process for each.

Publication of Banner Pages, Bulletins, Newsletter Articles, Provider Manuals, Forms, and Companion Guides

The Publications Unit is responsible for adding banner pages, bulletins, newsletters, provider manuals, and companion guides to the www.indianamedicaid.com Web site upon publication. There is also a link on the Publications Page to these documents. There are no special steps involved in adding these materials to Project Workbook. The links to these types of documents from Project Workbook, link the user to the www.indianamedicaid.com Web site.

Publication of Operating Procedures Manuals and Systems Documentation

The Publications Unit is responsible for adding operating procedures manuals and systems documentation manuals to the Project Workbook site. These manuals are stored in Project Workbook as Adobe portable document format (PDF) files. Therefore, after a manual has been approved by the Office of Medicaid Policy and Planning (OMPP), the first step in preparing a manual to be added to Project Workbook is to create a PDF file. Refer to *Appendix B* for specific instructions about creating a PDF file.

After creating the PDF file, the writer should save the document on the *L:\Publication\DMU* directory and notify the Publications Unit coordinator that the file is ready to be added to Project Workbook.

Publishing to Project Workbook

Upon receipt of notification that a manual must be added to Project Workbook, the Publications Unit coordinator will log out of the LAN and log back in using the Publications Project Workbook user ID and password.

When the Publications Unit coordinator accesses the system using the Publications Project Workbook ID, the coordinator accesses the PDF file and saves it to the Project Workbook directory. This directory is located at *L:\Publications\DMU\PWB*. Within the PWB folder are the following subfolders that represent the types of documents that are saved in Project Workbook under the Publications tab:

- Operating Procedures Manuals
- Systems Documentation
- Reports
- Templates

After a document has been saved in the appropriate folder, the Publications Unit coordinator logs out of the LAN and logs back in using his or her normal log in ID. After the document has been saved in the appropriate folder, it immediately appears on Project Workbook and is available to users. No further notification is required.

Changes to or Addition of New Information on Project Workbook

When the Publications Unit requires new information to be added to Project Workbook (this includes any portion of Project Workbook, not only the Publications portion of the site), the requestor should coordinate the request through the Publications Unit coordinator. The coordinator will then work with the Project Workbook Web team contact to determine if a change order request is necessary or if the change is routine. The process for submitting a change order is documented under the Processes tab in Project Workbook.

The current process for initiating changes to routine information on the Publications page in Project Workbook is as follows:

- The originator submits a request in writing to the Publications Unit coordinator. The request must include the following information:
  - Identification of the page that requires the change
  - A description of the proposed changes
  - Deadline or timeline needed to publish updated information
- The Publications Unit coordinator drafts the changes in Microsoft Word, reviews the materials, and edits for grammar and style.
- The Publications Unit coordinator sends an e-mail to the appropriate contact on the Project Workbook Web team and attaches the updated Microsoft Word file showing the changes that are being requested and a description of the requirements for the change.
- If necessary, the Publications Unit coordinator and the Project Workbook Web team contact may meet to discuss the requirements of the request and options that may be available.
- The Project Workbook Web team contact uses the requirements to create the production support documentation for the change and promote the change to a test Web site.
- The Project Workbook Web team contact will notify the Publications Unit when the change has been promoted to the test environment and provide a link for review. After the change has been reviewed, the production Web site is updated Project Workbook Web team contact e-mails Publications to confirm that the Web site update has occurred.

Glossary

acronym	Combination of the first letter or letters of several words that is pronounced as a word and spelled without periods. *Examples*: AIDS, CMS.
banner page	A document providing current information to Indiana Health Coverage Programs providers about the State Indiana Health Coverage Programs program on a weekly basis.
bulletin	A document created to send information to Indiana Health Coverage Programs providers about changes to Indiana Health Coverage Programs policy in the State of Indiana.
DMS	*See* Document Management System.
Document Design Phase	Phase that defines the structure of a document.
document life cycle	Activities involved in producing and delivering a document.
Document Management System	A series of software programs that controls the storage and migration of documents. The document management system for Indiana Title XIX is Hummingbird DM.
Draft Development Phase	Phase that determines the content of a document.
Final Development	Phase that provides the last opportunity to change a document before the Production Phase.
Health Care Excel (HCE)	Organization responsible for medical policy, prior authorization, and surveillance and utilization review functions for the State of Indiana.
initialism	Combination of the initial letter or letters of several words pronounced as individual letters and spelled without periods. *Examples*: DMS, EDS, and HCE.
Library	Documents found in the state of Indiana library.
Operations	Team within the EDS Indiana Title XIX account responsible for printing, mailing, and distributing documents.
originator	Person or team that submits the original request for documents to Publications.
portable document format (pdf)	The format of Adobe® Systems' Acrobat™ that presents documents in a format that can be accessed from the Indiana Title XIX Web site.
Production Phase	This phase is the point of publication for a document.
project activity	Exercises that must be done within a project to complete a project phase.

project milestone	A checkpoint within a project plan used to measure the progress of a project.
project phase	A major component of a project. For Publications projects there are four phases: *Document Design*, *Draft Development*, *Final Development*, and *Production*.
project task	A sequence of steps that must be done to complete a project activity.
project team	Team assembled to complete a particular project. A project team may consist of representatives from EDS, HCE, and the State.
project workbook	Single-source repository for a project.
Publications	Team within the EDS Indiana Title XIX account responsible for creating and maintaining documentation.
Publications document life cycle	Activities involved in creating or updating a document and delivering the finished document.
Publications project leader	A Publications team member assigned by the Publications supervisor who is responsible for the overall direction of a documentation project and project results. The Publications project leader is responsible for the signatures required throughout the duration of a project. On smaller projects, the Publications project leader and the technical writer may be the same individual.
Publications Project Log	A tracking log for all Publications-related projects maintained by the Publications project leader and monitored by the Publications supervisor.
Publications supervisor	Member of Publications team who oversees the design and implementation of a project. The supervisor is also responsible for monitoring the progress of all projects within Publications.
Publications technical writer	A Publications team member assigned by the Publications supervisor to write the requested document for a project. The Publications technical writer is responsible for ensuring the final document conforms to the standards established for Publications. On smaller projects, the Publications project leader and the Publications technical writer may be the same individual.
SME	*See* subject-matter expert.
State	Refers to the state of Indiana and any of its departments or agencies.
Subject matter expert (SME)	Person or team considered being the most knowledgeable on a particular subject.
Systems Support	Team within the EDS Indiana Title XIX account responsible for Web design and Web site support.
Template	A Word document, usually having the extension *.dot*, which includes styles used to create or update a document.

Web page	A file written in HTML or other Web language stored on the Web site. The file generally contains text, but can also contain graphics, interfaces, and links to other Web pages.
Web site	A related collection of Web pages and files that includes a beginning page called a home page provided by a server computer that makes documents available on the World Wide Web.

Index